

NFLL Council May Meeting minutes

Monday, May 11, 2020 - 9:30 am Social Distancing WebEx meeting organized by Roland Tanner.

Attendees:

President: Daniel Taylor

Vice President: Roland Tanner

Secretary: Diane Grogan

Treasurer: Gregory Master

Past President: Marlin Fried

Members-at-Large: Anne Stehr

Sandra Whitley

Curriculum: Ruth Brooks

Volunteer: Barbara Thelander

SS/Communications: Arlys Medlicott

Membership: Cathy McGonigle

CC Liaison: Neva Hansen

Webmaster: Allen Zisner

1. The May 2020 meeting was called to order at 9:34 by D. Taylor with a quorum present.
2. A motion to approve minutes from the April 2020 meeting was proposed by A. Stehr and seconded by R. Tanner. Approval of Consent Agenda- n/a as no committees met.
3. **President's Report** – D. Taylor reported on message to membership about in person summer classes. The cancellation was a result of MCC and NF communication. We are looking forward to updates from MCC. Some staff members may be back in the office on May 18th. NF does not normally hold council meetings during the summer, but we should meet on-line in June and July. Volunteer recognition was mentioned.
4. **Treasurer's Report** – G. Master reported a surplus of \$5,000., so we are in good shape and should be able to offer tuition refund to members. Pro-class bill is paid, so that is the last charge for fiscal year. A motion to approve treasurer's report was proposed by A. Stehr and seconded by M. Fried.
5. **MCC Liaison Report** – N. Hansen is still working from home. People need special permission to enter MCC campus. Chancellor will provide three weeks' notice before reopening campuses. N. Hansen's dept. will continue to work remotely for a while. It is going well. She has had a couple of NF members contact her, and she was able to help them from home. For the NF newsletter pickup, NF members just needed to call ahead and arrange to get on campus. R. Tanner asked if I.T. workers were on campus. As far as she knows, N. Hansen thought they were also working remotely, and only security and maintenance were on MCC Campus. Pro-class contacted D. Taylor and R. Tanner regarding on-line classes. R. Tanner spoke to P. Randolph. Pro-class uses a different video application, and he asked P. Randolph to look into it. N. Hansen asked if there is an additional charge; the on-line upgrade is included in the yearly fee. R. Brooks stated that A. Bloxam has been working with Pro-class and trying to set up Zoom classes, but has been unsuccessful so far. R. Brooks added that this needs to get straightened out before fall classes. N. Hansen will send an email to R. Brooks. R. Tanner reminded us that P. Randolph is Communications support, so we need to work with her. N. Hansen will work on issues with A. Bloxam and P. Randolph.

6. Old Business – none

7. New Business – Credit to all current members - G. Master suggested the \$5,000. surplus be used for the credit. D. Taylor stated that we discussed decreasing NF fee from \$80. to \$60. (with the \$20. credit to be shared equally by NF and MCC). D. Grogan asked that we term it a “tuition reduction” not a credit, or people may ask for money back. R. Brooks asked how the credit would work for new members. N. Hansen suggested that new members would also get a discount so fall tuition would be \$60. and spring would be \$40. G. Master added that it may be difficult to differentiate two tiers of tuition, so give everyone the same discount. D. Taylor recommended that we provide a \$20. discount for all members. R. Tanner made a motion to reduce tuition by \$20. for both fall and spring semesters. A. Stehr seconded the motion. All agreed. A. Stehr asked when we could hold on campus classes. If we only have on-line classes, it may hurt our enrollment. D. Taylor hopes we can have both on-line and in person classes by the end of September.

Nomination Report - M. Fried is working with M. Chambers for on-line voting. They will send out nomination forms with bios to NF members. Most ballots will be through email using a click off survey type ballot, and a postal ballot to those members without email addresses. If you have any questions about the elections, please contact M. Fried. M. Fried moved that we send out survey ballots to members for upcoming elections, and D. Grogan seconded the motion. All were in favor.

8. Discussion items – R. Tanner reported on survey regarding on-line classes. Out of 164 NF respondents, 30% would not be able to do on-line conferencing. 119 respondents are in favor of on-line classes, and 60% of those members had used Zoom or WebEx. Most people use laptops to connect. Most people prefer a class length of one to two hours. Of the respondents, 16% may be able to host a class, and 12% would be willing to host a class. R. Tanner sent the result to R. Brooks and A. Bloxam. R. Brooks stated she has not followed up because she doesn’t know what on-line format NF will be using. R. Tanner agreed that we need a standardized format. R. Brooks is concerned about the cost. R. Tanner stated that WebEx through MCC is free. R. Brooks added that WebEx was frozen. D. Taylor stated that we need to get a tech group together (an ad hoc committee) and explore using WebEx because that is what MCC is using. R. Tanner added the issue is I.T. at MCC – we need to get in touch with them and resolve the problems with logging into WebEx as a host. R. Brooks stated we need someone at a higher level to give us access, and asked who would lead the ad hoc committee. D. Taylor suggested R. Tanner be the lead. R. Tanner graciously agreed. N. Hansen should expect a call from R. Tanner. R. Brooks will have R. Dias send her information and ticket # to N. Hansen. D. Taylor suggested some on-line test classes where a few members try to sign up. R. Tanner added the only people who need access to MCC WebEx are presenters/hosts. Members can use free WebEx. D. Taylor clarified that facilitators also need access. R. Tanner added that we are currently using WebEx for meetings, and do not need a license to host a meeting. He added that we need to get the tech group together first. R. Brooks added that Curriculum Committee needs to be involved.

9. Key Upcoming Events – D. Taylor encouraged Chairs to have on-line meetings with their members. He suggested Chairs ask N. Hansen to host a meeting if that are unable to host a WebEx meeting. It is a good idea to stay connected. A. Zisner stated that the website needs to be updated and he needs some direction. D. Taylor sent out a message that NF will not have in person classes this summer, but

will try on-line classes. He will get the information to A. Zisner. A. Stehr asked if all summer classes are cancelled. A. Zisner stated there are ½ a dozen on-line classes so far. R. Brooks confirmed there are seven (7). She will send out an email blast. D. Taylor added that the more we use an on-line format, the more comfortable it gets. M. Fried asked to invite new officers and committee chairs to our next meeting. M. Fried will get those names to D. Grogan.

Meeting was adjourned at 10:40. Next Council meeting is Monday, June 8, 2020. Minutes respectfully submitted by D. Grogan.

Subject: Ad Hoc Committee Leadership/Volunteer Development

The New Frontiers Council's Ad Hoc Committee Leadership/Volunteer Development Team met on August 20, 2019, and then [again on 1-30-2020](#) to review for completion and re-evaluate our original recommendations. The following is a report of the Committee's evaluation (8-20-19 comments *purple and italicized*) and [1-30-2020 comments blue and not italicized](#).

Volunteer Interest Questionnaire (formerly known as Peggy's "pink sheet.") The short form document is on hold for now. (*Remains on hold*).

- The long form will be included in the mailing of the class schedule in September to all NFLL members. Instructions: to be returned to Peggy Randolph via regular mail (*or email at nfl.response@gmail.com*). Peggy will take responsibility to get the interest forms to the proper committee chairperson. The committee chairperson will then make contact quickly with the prospective interested party. (*The long form was recently emailed to all New Frontiers members as per discussion at 8/20 meeting*). [1-30-2020: Will double check with Co-Chair of Membership Committee to assure long form is being included in the mailing of each class schedule and that Peggy is receiving the info.](#)
- The long form will also be included in the in the blue "Welcome" folder handed out at pre-registration during open house for new members with same instructions to return to Peggy Randolph who will process. (*Inclusion in welcome folder pending approval by Membership Committee Chair*). [1-30-2020: Consulted with Co-Chair of Membership Committee, long form is being included in the blue "Welcome" folder. Peggy's address and an email address are on the form as options for return of this information.](#)

Open ended questions to ask new volunteers at New Member Coffee/Table Hosts

- Barbara and Anne both contributed questions to ask new members.
- Much discussion and determined best way to use these questions is to have them up on overhead screen during coffee so new members have a range of topics they can choose from to share what they want to with the group. (*Question list would be helpful to new members to remember what to speak about.*)
- Table hosts: need to really try to use best interpersonal skills to draw out new members, encourage them to talk about themselves, their lives and what their interests are. We need to avoid saying we need help. Need to develop relationship

and then down the road ask for more. *New recommendation: table hosts each have a list of new members, so they can identify readily if sitting with a new member.*

1-30-2020: Table hosts now have list of new members. Upon engagement, table hosts should make notes of interests, other comments, for those at the table they are hosting.

Table hosts can use New Member Coffee Table Host Report to make notes to share with Membership after the coffee. *Notes should be taken on new member interests, comments or observations. When coffee event is completed, table hosts will remain for a few minutes and meet as a group to talk about new members, share info.*

1-30-2020: There has not been, to date, a process of table hosts getting together following the coffee to share information with committee leadership.

Recommendation: written instructions to table hosts re: what to do with new members at table – engage, make notes re: interests, etc. Then communicate what was learned, some process or method of getting pertinent information to committee chairs. (Maybe this is happening and Ad Hoc Committee not aware).

- *The Membership team to call new members following the coffee to further engage and answer questions they may have.*

1-30-2020: This is already being done by the Membership Committee.

1. Welcome to New Frontiers Statement

Welcome to New Frontiers for Lifelong Learning! We want you to enjoy every moment you spend with us, whether it be attending classes or participating in a social group or attending a function like our annual picnic. Sit back, relax and enjoy, but since this is a totally volunteer organization, we also ask you to think about helping us with the planning, presenting, organizing at some point in the future when you are comfortable doing so. If each of us does a little, we can accomplish a lot!

- To be placed under the “About Us” tab under development on the NF website for new volunteers or those looking into joining NFLL. *(Done, this statement is a part of the introductory statement on page 1 on the NF website).*
- To be inserted in the blue “Welcome” folder handed out to new members during pre-registration at Open House. *(Inclusion in welcome folder pending approval by Membership Committee Chair).*

1-30-2020: The “Welcome to New Frontiers” statement is included in the “Welcome” folder received by new members during pre-registration at open house. Done.

2. Develop a Pathway to Leadership

- Encourage as much participation in NF as possible, and timely communication can help. Propose a monthly calendar with classes, meetings, social activities, volunteer opportunities, etc. This will help people see value in NF, and hopefully inspire a willingness to help. This could also be a forum for constant, subtle reminders about needing help incorporated into the monthly communications. *Agreed this would be*

a time-consuming task to create and maintain a calendar of NF events, classes, opportunities, etc. For general council discussion as to whether feasible or not.
1-30-2020: There is currently a calendar on the NFLL website that contains much information. It would be very time consuming to have every class on a calendar. Current class changes can be found on the NF website.

- Council and committee members should understand that developing future leaders is a responsibility of their jobs. A large part of this is finding ways that more members can participate. Members can be encouraged to participate in committees *and* given specific jobs. We can create sub-committees for new ideas or new ways of doing things, recruit facilitators and presenters. The Council can form ad hoc committees for new ideas. Everyone participating should be given a job. Council members, committee chairs & co-chairs, as well as other experienced members, should work with newer members. The experienced members can identify possible future leaders and encourage them. Although the emphasis is on participation, it should not be a secret that we are looking for future leaders. Propose training for current leadership for the purpose of formalizing the mentoring process. *Reiterate to Council and Committee Chairs to be always thinking about future leadership and mentoring for that role.*

1-30-2020: Ad hoc committee recommends that each Council Member at Large attend one NF Committee meeting to explain NF Council, introduce the leadership structure of NFLL, answer questions (social, curriculum, support service, volunteer, membership committees).

- NFLL Member's Manual.
An NFLL manual would help members understand the activities and responsibilities of the Council and the committees. It could also include "how to" documents such as registration and enrollment procedures, and any other information that members should know. It would build from the Memorandum of Understanding with MCC and our Operating Procedures. It might even include such things as the Facilitator's Toolbox, ProClass, risk form, & petty cash procedures and authorizations. Once started, it must be kept up to date. This would be a big project but this may be the time to do it. Propose update and revision of New Frontiers for Lifelong Learning Member's Manual. *Recommend Ad Hoc Committee to create this manual. Agree valuable tool, another very large undertaking.*

1-30-2020 No change, continue current recommendation.

RECOMMENDATIONS TO THE COUNCIL: REVISED 1-30-2020

- Renewed emphasis on reminding all NF members help is needed with the planning, presenting and organizing of all functions (Volunteer Interest Questionnaire and Statement Requesting Volunteer Participation). *Done*
- Emphasis on the importance of one-on-one interaction with members to encourage general participation and sense of belonging to the NF organization through New

Member Coffee interactions and new member introductions to the group (New Member Coffee Table Host Report as indicated). *Ongoing.*

1-30-2020: Continues ongoing, suggest written instruction for table hosts to have consistent process of engaging, evaluating new members and then following up with NF leadership to share information obtained.

- Development of a Monthly Calendar - classes, meetings, social activities, volunteer opportunities, etc. *To be further discussed by Council.*
1-30-2020: Most calendar features are already in place, including events, committee meetings, class changes. Adding all classes would be too resource intensive to pursue. Would recommend having quick and easy access to existing calendar on home page of NFLL website.
- Retreat for Council Members and Committee Chairs for the purpose of formalizing mentoring process (including addressing best way to ask for help). *Propose an educational opportunity, either via speaker or film, on enhancing volunteerism – perhaps on the morning of the annual volunteer appreciation luncheon at EVIT.*
1-30-2020: Ongoing, continues to be recommendation of Ad Hoc Committee.
- Development of a NFLL Member's Manual which would need to be updated regularly (knowledge is power). *Propose Ad Hoc Committee to address.*
1-30-2020: Ongoing, continues to be recommendation of Ad Hoc Committee that a new Ad Hoc Committee be formed to address developing a Member's Manual.
- Continuation of an Ad Hoc Leadership Development Team to assess the success of new suggested processes and to further address how to get NF members who have been around for 2-3 years and who are not inclined to leadership, to be more participatory. *This Ad Hoc Committee will meet again in January 2020 to assess progress – done.*
1-30-2020: With election of new Council Leadership, suggest this committee continues to monitor recommendations/suggestions and to evaluate new ideas for developing new leadership.