



NEW FRONTIERS FOR LIFELONG LEARNING

COUNCIL OPERATING MANUAL

Pat De Blake

President

September 13, 2010

NEW FRONTIERS FOR LIFELONG LEARNING COUNCIL HANDBOOK

2010 - 2011

SECTION TABS

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YEARLY TIMELINE

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COUNCIL

MEMBERSHIP COMMITTEE

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DOCUMENT SAMPLES AND USEFUL INFORMATION

Additions to this section as Council finds useful

Handbook and Samples followed by*are saved on the President's Information Drive

Guidelines for Ad-hoc Scholarship Committee*

Guidelines for Ad-hoc By-laws Committee*

Guideline for Ad-hoc Nominating Committee*

Open House Flyer Sample*

Facilitators' Handbook

Set-up Schedule for Spring Open House 2010 Sample

Traffic Flow for Red Mountain Open House Sample

Sample Supply List for Membership Committee Activities

Sample Open House Seating Arrangement

Alphagraphics Reorder Information*

Reference for NF Refund Policy*

IKON Office Solutions Electronic Submittals*

Copy of 2010 Annual Report*

Sample letters*

Catering guidelines for Chartwell *

(www.dineonecampus.com/maricopa/mcc/)

New Frontiers for Lifelong Learning Timeline Guidelines - July 2010 through June 2011

MONTH/DATE/ACTION	COMMITTEE	DETAILS
July 2010		
1 Deadline for Class Proposals	Curriculum	Compiled by committee
5 Observe Independence Day	N/A	Centers and Colleges closed
10 Deadline input for publications	Communication	
19 Schedule information	Curriculum	Schedule information to Sharon and Community Ed
Planning for Annual Meeting	Council	Reports from By-laws committee, scholarship and nominating committee, confirm plan details
Contract signed for Holiday Party	Social	
No Committee Meetings	All Committees	Meetings not held by any committee
New Budget takes effect	Council	Committees plan accordingly
August		
2 First Monday Committee Meeting	Social	9:30 Downtown Center
2 Guest Facilitator List to Sharon	Curriculum	Added to schedule/proofreading final
6 First Thursday Committee Meeting	Membership	9:30 Dobson Campus Maricopa Room
No Curriculum Committee Meeting	Curriculum	Check not on website calendar
9 Second Monday Council Meeting	Council	9:30 Downtown Center
10 Deadline input for publications	Communication	
10 Order Supplies for Open House & New Members Coffee	Membership	Give voucher to Ann Cox and printed materials to copy center
Plan Fall classes	Curriculum	Scheduling, grid, schedule, etc.
20 Request articles for newsletter	Communication	
20 Articles for Newsletter	All Committees	Submitted to Newsletter Editor, Editor notifies Webmaster of publication
Calendaring for Spring Semester	Curriculum	Attempt to avoid conflicts as much as possible
September		
1 Seating Plan for Open House	Curriculum	Completed, distributed to Community Ed
2 First Thursday Committee	Membership	9:30 Dobson, Maricopa Room

Meeting	Curriculum	Detail meeting for Open House Team Leaders, flyers confirmed for mailing, order refreshments, and room layout to MCC
6 Observe Labor Day	N/A	Centers and Colleges closed
Mailing during first week	Membership	Schedule, Open House Invitation, newsletter, committee flyers, notify Webmaster of information
7 Committee Meeting	Social	9:30 Downtown Center
Menu selections made for Holiday Party	Social	Initial planning takes place
9 Second Thursday Curriculum Meet.	Curriculum	9:30 Dobson Campus (Include Spring Calendar 2011)
9 Curriculum Meeting Attendance	Membership	To prepare for Open House
10 Out to Lunch Bunch	Social	11:30 Place to be announced
10 Deadline input for publications	Communication	
13 Second Monday Council Meeting	Council	9:30 Downtown Center
13 Prepare Supplies to be shipped to Open House location	Membership	MCC will ship, indicate where supplies are located
14 Class Grid Printed	Curriculum	Use Open House and partner organizations
17 Open House	Curriculum Membership	9:30 Membership Chairs – confirm room set up and distribute supplies 10:00 Set-Up Hosts to assemble folders and prepare table 12:30 Volunteers receive instructions from team leaders and ready stations
22 Data base information collected	Membership	Details in Council Handbook
24 Prepare and mail invitations to New Members Coffee	Membership	Telephone Team Leader take reservations with follow-up calls, deadline attendance, room layout, order food
24 Collect addition information for data base	Membership	Details in Council Handbook
? Communication Committee Meeting	Communication	
October		
Debase information for Annual Meeting prepared	Membership	Details on responsibility sheet

6 First Monday Committee Meeting	Social	9:30 Downtown Center
Holiday Party information sent for newsletter	Social	Include donation to United Food Bank
7 Membership Committee Meeting	Membership Curriculum	9:30 Dobson, Maricopa room Open House review
Week Before New Members Coffee	Membership	Binders and supplies prepared, nametags prepared
8 New Members Coffee	Membership Attendance of Committee Chairs	Preparation before actually morning 9:30 MCC Dobson Campus-Kiva Room Committee reports, bios of committees and guests
8 Deadline for invitation to Annual meeting	Council President	Procedure for election, voting on officers and approval of By-laws should be explained
8 Out to Lunch Bunch	Social	11:30 Place to be announced
11 Second Monday Council Meeting	Council	9:30 Downtown Center
12 Nametags to New Members	Membership	Mail nametags, directory, by-laws, committee information to absentee members from coffee
14 Second Thursday Curriculum Meet.	Curriculum	9:30 Dobson Campus
20 Articles for newsletter	All Committees	Submitted to Newsletter Editor, Editor notifies Webmaster of publication
29 Annual Meeting	Council All Committees	1:00-3:00 MCC Dobson Campus, Navaho room Committee Reports, Ad hoc committee reports, election of officers, slate of nominees present
November		
Mailing newsletter	Membership	Add inserts from other committees, notify Webmaster of information
1 First Monday Committee Meeting	Social	9:30 Downtown Center
1 Deadline for Class Proposals	Curriculum	Submitted to Committee Chairs
4 Membership Committee Meeting	Membership	9:30 Dobson Center, Maricopa room
Submit request for petty cash	Social	Supplies for Holiday Party and final planning
Select park location for annual picnic	Social	Obtain permit
9 Second Monday Council Meeting	Council	9:30 Downtown Center
10 Deadline input for publications	Communication	

11 Observe Veterans Day	N/A	Centers and Colleges closed
11 Second Thursday Curriculum Meet.	Curriculum	9:30 Dobson Campus- College closed date changed
12 Out to Lunch Bunch	Social	11:30 Place to be announced
15 Schedule Information	Curriculum	Submitted to Sharon and Community Ed
25-28 Thanksgiving Holiday	N/A	Centers and Colleges closed
Order supplies for Open House & New Members Coffee	Membership	Give voucher listing supplies to MCC and printed materials to copy center
December		
N F Budget presented to Council	Treasurer	Discussion and approval process
Budget Committee formed	President	Will review proposals, make recommendations
1 Facilitator Luncheon Site Chosen	Curriculum	Site and date chosen
6 First Monday Committee Meeting	Social	9:30 Downtown Center
Holiday Party reminder on Infolist	Social	
8 Annual Holiday Party (Second Thursday usually)	Social	Location varies , committee hour early, Chair person Master of Ceremonies, bill to MCC
9 Holiday Party	Social	Windermere Hotel
10 Out to Lunch Bunch	Social	11:30 Place to be announced
10 Deadline input for Newsletter	All Committees	Submitted to Newsletter Editor, Editor notifies Webmaster of publication
13 Council Meeting	Council	9:30 Downtown Center
13 Guest Speaker Facilitator List	Curriculum	Sent to Sharon for schedule/proofread schedule
20 Schedule Sent to Printers	Curriculum	
Planning for All Members Meeting	Council Membership	Chair reports, directories, new name badges, entertainment
25 – January 1, 2011	N/A	College campuses closed
? Communication Meeting	Communication	
First week mailing newsletter	Membership	Schedule, newsletter, committee flyers, notify Webmaster of information
3 First Committee Meeting	Social	9:30 Downtown Center
5 Opening House Seating Plan	Curriculum	Completed and submitted to Community Ed
7 Schedule Completed and Printed	Curriculum	Ready for mailing
8 Membership Committee Meeting	Membership Curriculum	9:30 Dobson, Maricopa room Planning for Open House

Choose picnic caterer/menu/price	Social	Have caterer send invoice to MCC contact person. Get menu in writing from caterer
Location for Holiday Party chosen	Social	Sign letter of reservation, agree no deposit can be paid until July
10 Second Monday Council Meeting	Council	9:30 Downtown Center
13 Curriculum Meeting	Curriculum Membership	9:30 Dobson Campus Attends for information on Open House
14 Out to Lunch Bunch	Social	11:30 Place to be announced
17 Observe ML King Birthday	N/A	Centers and Colleges Closed
25 Grid Printed	Curriculum	Open House and partner organizations
28 Open House	Curriculum Membership	MCC Red Mt. Community Room & Conference Rms 9:30 Membership Chairs – confirm room set up and distribute supplies 10:00 Set-Up Hosts to assemble folders and prepare table 12:30 Volunteers receive instructions from team leaders and ready stations
February		
Debase information for All Members Meeting	Membership	Directories, check lists, signs, etc
1 First Monday Committee Meeting	Social	9:30 Downtown Center
Select committee member to take reservations/checks for picnic	Social	Include Committee member for advertising the picnic
4 Mail invitations to New Members Coffee	Membership	9:30 Dobson Kiva room
5 Membership Committee Meeting	Membership Curriculum	9:30 Dobson Maricopa room Review of Open House
8 Council Meeting	Council	9:30 Downtown Center
8 Budget requests due	Council	Submitted electronically in Excel spreadsheet
10 Deadline input for publications	Communication	Deadline input for publications
10 Curriculum Committee Meeting	Curriculum	9:30 Dobson Campus
11 Out to Lunch Bunch	Social	11:30 Place to be announced
11 Deadline for invitation to All Members Meeting	Council President	Reports, entertainment, explained

Mail invitations All Members and inserts	Membership	Would it be too confusing to include both invitations in same envelope?
18 New Members Coffee	Membership	Preparation before and actually morning MCC Red Mt. Community Room
20 Request articles for newsletter	All Committees	Submit to Newsletter Editor, , Editor notifies Webmaster of publication
21 Observe Presidents Day	N/A	Centers and Colleges Closed
25 All Members Meeting	Council Membership	MCC Red Mt. Community Room 1:00-3:00 Committee Reports/ad hoc/ committees/ entertainment
March		
Future Planning	Council	Establish early registration, appoint ad hoc Scholarship and Nominating Committees
Plan summer schedule	Curriculum	Meeting with Center
First week mailing of the newsletter	Membership	Directories, newsletter, committee flyers, notify Webmaster of information
5 Membership Committee Meeting	Membership	9:30 Dobson Maricopa room
7 First Monday Committee Meeting	Social	9:30 Downtown Center
Final planning for Annual Picnic	Social	Games, door prizes and how to obtain
10 Deadline input for publications	Communication	
11 Out to Lunch Bunch	Social	11:30 Place to be announced
14-20 Spring Break	N/A	Colleges Closed
14 Second Monday Council Meeting	Council	9:30 Downtown Center College closed-Date Change
14 Budget submitted to Council	Treasurer	Review and approval
15 Facilitator Luncheon Invitations	Curriculum	Mailed and request RSVP
Plan summer classes with Center	Curriculum	Beginning preparation of schedule
April		
1 Deadline for Class Proposals	Curriculum	
4 First Monday Committee Meeting	Social	9:30 Downtown Center
Final plans for Annual Picnic	Social	Final count to cater, committee arrives early
8 Out to Lunch Bunch	Social	11:30 Place to be announced

10 Deadline input for publications	Communication	10 Deadline input for publications
14 Curriculum Committee Meeting	Curriculum	9:30 Dobson Campus Confirm calendar for potent event conflicts
15 Facilitator Luncheon Deadline	Curriculum	Confirm reservation
Send invitations Facilitators Lunch	Curriculum	All NF Facilitators invited Indicate previous planning time for obtaining location
18 Second Monday Council Meeting	Council	9:30 Downtown Center
20 Request articles for newsletter	All Committees	Submit to Newsletter Editor, Editor notifies Webmaster of publication
21 Annual Picnic (3 rd Thursday usually)	Social	Location varies
Finalize summer schedule	Curriculum	Calendar and classes confirmed
May		
2 First Monday Committee Meeting	Social	9:30 Downtown Center
First week mailing newsletter	Membership	Notify Webmaster of information
9 Second Monday Council Meeting	Council	9:30 Downtown Center
10 Deadline input for publications	Communication	
12 Tentative Date for Facilitators Luncheon	Curriculum	Location and dated confirmed previously
13 Out to Lunch Bunch	Social	11:30 Place to be announced
25 2011-2012 Meeting Room Requests	All Committees	Submit to Community Education
30 Observe Memorial Day	N/A	Centers and Colleges closed
Plan Fall classes	Curriculum	Scheduling, grid, schedule, etc.
Mail summer class schedule	Curriculum	Information a flyer type schedule
Begin planning Fall classes	Curriculum	On going process through summer
June		
1 Early Registration through month	Council	If previously accepted
6 First Monday Committee Meeting	Social	9:30 Downtown Center
MCC notified deposit due for Holiday Party July 1	Social	
9 Second Thursday Curriculum Meet.	Curriculum	9:30 Dobson Campus

10 Out to Lunch Bunch	Social	11:30 Place to be announced
10 Deadline input for publications	Communication	
13 Council Meeting	Council	9:30 Downtown Center Individual Committee yearly report due to Council President
Plan Fall classes	Curriculum	Scheduling, grid, schedule, etc.

MESA COMMUNITY COLLEGE

- I. Description
 - A. Provide assistance and cooperation through Community Education office staff
 - B. Assist in planning, organizing and operating NF courses and programs
- II. Financial Services

The Maricopa Community College District (MCCCD) is a publicly funded educational institution subject to public purchasing laws and regulations including State Statutes, Governing Board Policies, and institutional procedures. The MCC Fiscal & Cashiers Offices provide support and assistance to CE on behalf of New Frontiers.

- A. Collection and disbursement of all NF funds as authorized by NF and MCCCD's and MCC's established administrative rules and procedures.
- B. NF members are students of MCC
 - 1. Are covered under the Student Accident Insurance Plan
 - 2. MCC Liaison will provide monthly MCCCD financial reports to the NF treasurer.
- III. Appropriate information is completed including NF signatures
 - A. Fiscal procedures include opportunities for NF members to purchase materials: Petty Cash, Open Purchase Orders and other Vendor Purchase Orders
 - B. Purchased items may include: materials for class activities, instructional material, registration and enrollment items, marketing material, and contracts for special services.
 - C. All expenditures must be requested in advance of NF's Expenditure Form
 - 1. Submitted to Ann Cox at MCC Downtown Center
 - 2. Do not spend cash or charge NF supplies and materials before receiving approval
 - 3. MCC cannot reimburse for purchases without approval
 - 4. MCC's general petty cash limit is \$200
 - D. Petty cash provides ready cash for expenditures not available through a purchase order
 - 1. MCC's general petty cash limit is \$200
 - 2. For local purchases only
 - 3. Requests for petty cash must be emailed by the Chair or Co-Chair to Ann Cox
 - 4. Please allow up to two weeks for processing
 - 5. No reimbursement for purchase items out of pocket before an approved petty cash
 - 6. Receipt date of the purchase must be on or after the approved date on the *Petty Cash Form*.

7. Receipts and/or cash must be returned to Ann Cox within 10 days after the petty cash is received
 - a. Coincide with the purpose indicated on the *Petty Cash Form*
 - b. Clearly indicate the items purchased and the name of the vendor/store
 - c. Must be taped to one side of an 8 ½" x 11" sheet of white paper
Please use multiple sheets of paper if needed
 - d. Personal items should not be purchased and/or included on petty cash receipts
- E. Any event that provides food and decorations for an event must have a signed approval from the MCC President's office
 1. Requirement of our Campus and District offices
 2. Even if you just want \$50 in Petty Cash to buy refreshments, the form must be completed and approved
 3. This process has an expense in staff time that is more than the original \$50 expenditure
 4. Amounts below \$50, we ask that you anticipate future needs and "bundle" your expense on one Petty Cash request
- F. Catering Services
 1. An email with the appropriate information
 2. You may call Ann at 480 461-6223 for additional information
 3. Emails become the mechanism for tracking expenses for your committees, and will ensure that errors are few and timelines are clear
 4. See reference section for additional help
- G. Email information
 1. Ann Cox ann.cox@mcmail.maricopa.edu
 2. cc: Diana Piorkowski piorkowski@mesacc.edu
 3. cc: Barbara Thelander thelander@mesacc.edu
- H. Open Purchase Orders
 1. Community Education creates annually for the convenience of NF members
 2. Usual vendors
 - a. Office Depot provides supplies usually delivered within five days
 - * b. Alphagraphics #291 (Baseline & Extension)
 - c. AmeriCopy (856 E. Main, Mesa)
 - d. IKON Copy Center (Southern & Dobson)-See Committee Chair for Code
 - e. Identify the MCC department as New Frontiers when signing the receipt
 - f. May be sent electronically (See Reference Section)
 - g. Order may be picked up or delivered
 - h. CE Office must receive the delivery receipt
 - i. Convenience copiers, for limited, self-service copiers, are located in

- department offices at all MCC locations.
3. Other Vendor Purchase Orders
 - a. Goods and/or services not currently covered with open purchase orders contact Ann Cox
 - b. Food and/or decorations for events require an approved *Official Function Form* signed by the MCC President
 4. Some venues require a contract signed by MCCCCD's legal counsel, a deposit, and a purchase order to reserve banquet facilities
 - a. Documentation of approval for the expenditure by the NF Council should accompany the request.
 - b. Allow four weeks for processing with Ann Cox
- IV. Registration services NFLL membership and study groups
 - A. Study groups that are held in an MCC facility
 1. Listed on the NF "Grid" (Fall and Spring semesters by the Curriculum Chairs) will be entered into the Student Information System (SIS) and a class number assigned
 2. NF members may enroll in NF classes with the prerequisite of NF membership
 3. It may take up to two weeks to complete the SIS process for the class schedule
 - B. Space on the campuses for use by NF
 1. Use of classrooms by will not conflict with normal college operation
 2. Activity space for social and open house events
 3. Congregating and work space for members
 4. Computer access and use
 5. Request use of the College's audio-visual equipment subject to availability at MCC sites only
 6. CE staff will assign classrooms
 - V. Event space, Council, and Committee meeting rooms
 - A. One year in advance
 - B. Rooms are reserved quickly
 - VI. Use of College's printing and copying resources
 - A. Not the cost of paper or other materials
 - B. Please see instructions under Expenditures Procedures
 - VII. Provide publicity press releases, study group listings, invitations and outreach information through College publications
 - VIII. Provide use of College's mailing facilities but not the cost of the mailings
 - IX. Utilization of College's library subject to MCCCCD regulations
 - X. College bookstore services for materials required for NF study groups
 - XI. Contact information
 - Barbara Thelander, Director 480 461-6256, Downtown
thelander@mesacc.edu
 - Ann Cox, Adm. Asst. 480 461-6223 Downtown
ann.cox@mccmail.maricopa.edu

- Diane Piorkowski, Asst. 480 461-6254, Downtown
piorkowski@mesacc.edu
- Michelle Chambers, Asst. 480 461-7413, S&D
michelle.chambers@mcmmail.marico

COUNCIL

I. Description

- A.** Peer-led, self-directed organization
- B.** Strives to meet the needs of members providing learning, social, and volunteer opportunities
- C.** Elected members by Membership and Committee Representative

II. Council Members Responsibilities

A. Applicable to all Council members

- 1.** Representatives of a peer-lead organization
- 2.** Attendance at all scheduled Council meetings
- 3.** Prepares, presents material requested
 - a.** Follows the Roberts Rules of Order
 - b.** Presents suggestions for improvement of the organization
 - c.** Reviews, researches, comments on matters requiring a vote
 - d.** Votes in a manner representative of the membership
 - e.** Accepts the responsibilities assigned by the President/Vice President
 - f.** Submits article to newsletter as appropriate
 - g.** Maintains statistics required by MCC
- 4.** Assists and cooperates with other Committee activities
- 5.** Is familiar and abides by the NFLL Operating Procedures in the conduct of business
- 6.** Makes an effort to attend special meetings/events
- 7.** Listens to the problems and suggestions of the membership
- 8.** Furnish committee annual report to President
- 9.** Maintains the original copy of this manual

B. President

- 1.** Prepares Council meeting agenda
- 2.** Conducts meetings according to Robert Rules of Order
- 3.** Keeps Vice President informed/up to date on all activities
- 4.** Keeps MCC Liaison informed of problem areas and/or changes
- 5.** Coordinates the Annual Meeting
 - a.** Sends invitation to all members
 - b.** Reservation of room
 - c.** Election of new officers
 - d.** Assures Operating Procedures update is presented
 - e.** Committee reports
 - f.** Refreshments a speaker/entertainment if desired
- 6.** Coordinates the All Members Meeting

- a. Sends invitation to all members
- b. Reservation of room
- c. Committee reports
- d. Entertainment for the event
- e. Refreshments
- 7. Assures rooms reserved for Council and Committee meetings
- 8. Appoints ah hoc committees as needed
 - a. Yearly By-laws Committee
 - b. Yearly Nominating Committee
 - c. Yearly Scholarship Committee
 - d. Available sample guidelines for the three yearly committees
- 9. Submits an article for every newsletter
- 10. Prepares Annual Report to MCC
 - a. Based on input from Community Chairs and Treasurer
 - b. Presents completed report to MCC Liaison for necessary actions
 - c. Distributes copies of final report to Council members
- 11. Maintains the electronic copy of Council Operating Manual
- 12. Attends committee meetings as necessity requires
- 13. Assures that all New Frontier meetings are open meetings
- C. Vice President
 - 1. Conducts meetings in the absence of the President
 - 2. Assists the President with Council related issues
 - 3. Represents the President at meetings as requested
 - 4. Submits an article for every newsletter
- D. Treasurer
 - 1. Prepares a monthly financial report based on the Maricopa Financial System
 - 2. Advises the Council on budgetary matters
 - 3. Prepares a timeline and process for the development and approval of the annual budget
 - 4. Conducts the yearly budget planning meetings
- E. Secretary
 - 1. Records the minutes of every meeting
 - 2. Distributes the minutes to the attendees
 - 3. Maintains a copy of all minutes
 - 4. Maintains copies of documents requiring future reference
- F. Two Members at Large
 - 1. Representatives of the Membership to the Council
 - 2. Open to presenting problem areas of Membership to the Council
- G. Committee Chairs
 - 1. Curriculum
 - a. Prepares schedule of classes twice a year
 - b. Publishes class schedule book twice a year

- c. Schedules classes at MCC campuses and other available locations
 - d. Conducts Curriculum Committee meetings
 - e. Refer to detailed section for the committee
- 2. Membership**
- a. Brings new lifeblood into the organization
 - b. Hosts and publicizes two Open Houses each year
 - c. Responsible for distributing brochures to senior centers, libraries, and activity centers where mature adults congregate
 - d. Responsible for supervising all mailings
 - e. Contacting individual members when necessary
 - f. Conducts Membership meetings
 - g. Refer to detailed section for the committee
- 3. Social**
- a. Develop and coordinate social activities
 - b. Notify members of upcoming social events
 - c. Strives to foster new friendships as an important part of our purpose
 - d. Conducts Social meetings
 - e. Refer to detailed section for the committee
- 4. Communication**
- a. Coordinates the dissemination of information about activities and events at New Frontiers and MCC
 - b. Coordinates the Speakers Bureau
 - c. Maintains website <http://www.newfrontiers-mesa.org>
 - d. Publishes a Newsletter five times a year
 - e. Maintains Infolist email distribution to all members
 - f. Conducts Communication meetings
 - g. Refer to detailed section for the committee
- 5. Volunteer**
- a. Responsible for all components of the MCC/NFLL volunteer activities
 - b. Coordinates requests for New Frontiers help at college services/events
 - c. Conducts Volunteer meetings
 - d. Refer to detailed section for the committee
- 6. Mesa Community College Liaison Representative**
- a. Represents the needs and requests of the college to the Council
 - b. Makes recommendations as appropriate
 - c. Assists the Council as requested
 - d. Attends monthly Council meetings

CURRICULUM COMMITTEE

- I. Liaison Responsibility
 - A. MCC and NF Council
 - B. Off Campus Managers and Committee Officers
- II. Chair Responsibilities
 - A. Develop the Curriculum for the organization
 - B. Conduct meetings
 - 1. Ask for any input previous to meeting
 - 2. Agendas go out with the meeting reminder
 - 3. Refreshments provide at two before Open Houses
 - C. Recruit and train Facilitators
 - D. Process class proposals for Fall, Spring and Summer
 - 1. June 1 for the fall term with deadline July 1
 - 2. October 15 for the spring term with deadline November 15
 - 3. April 1 for the summer term for deadline May 1
 - E. Preparation of Class Grid
 - 1. Sample available in the Reference Section of this manual
 - 2. List of key class data to guide distribution over the weekdays
 - 3. Distribution to individuals working on scheduling
 - 4. The final Grid is made available to all members at Open House
 - a. An "easy read" reference to plan their attendance at classes
 - b. Also can alert members to any potential changes to classes
 - F. Maintain/revise Facilitators Handbook
 - 1. Contains detailed information for various actions
 - 2. Forms to be used
 - 3. Copy in Reference Section of this manual
 - G. Input for Newsletter
 - H. Prepare required reports
 - I. Coordinate with the Membership Committee to plan Open Houses
 - 1. Joint marketing and enrollment activity
 - 2. September and January (None for summer session)
 - 3. Prepare a seating layout for facilitators
 - 4. Assist with the planning arrangements
 - 5. Attend the Membership Open House planning meeting
 - 6. Provide early and Open House assistance
 - J. Resolve Member/committee Problems
- III. Co-Chair Responsibilities
 - A. Conduct Meeting in the Absence of the Chair
 - B. Maintain/distribute minutes of meetings

- C. Maintain Committee History Book
 - 1. Collect any items
 - 2. Forward them to NF historian
- D. Maintain and process forms
 - 1. Parking Permit copies available for facilitators
 - 2. Risk Forms explained in the Facilitators' Handbook
 - a. Collect these requiring them
 - b. Maintains a check list of this category
 - c. Submits completed packets/check lists to Community Education office
 - 3. Volunteer Form required once
 - a. Curriculum Committee compiled list
 - b. Submits completed packets/check lists to Community Education office
 - 4. Photo Permission Form available at Open House
 - a. Required only once
 - b. New members sign at Open House
- E. Maintain Curriculum Committee inventory
 - 1. Currently kept in Room 201 at the MCC Downtown Center.
 - 2. Verify purchased items are listed (DVDs, CDs, voice amplifier, etc.)
- F. Select and order gifts for nonmember presenters
- G. Plan and execute May luncheon
 - 1. Select and make arrangements for a restaurant
 - 2. Send invitations in mid-March
 - 3. Make arrangements with MCC for payment
 - 4. Replaces May Curriculum Committee meeting
- H. Assist Chair and Membership Committee with Open House planning
- IV. Computer Officer
 - A. Design and publish the Class Schedule from the Class Proposals
 - B. Design and publish class signs for the facilitators at Open House
 - C. Designs and update New Frontiers' Website which includes the NFLL Calendar of Activities, Picture Gallery and *Facilitators Handbook*
- V. General Calendar Planning Officer
 - A. Conduct a major date calendar meeting with Facilitators
 - B. Distribution of the calendar
- VI. Guest Speaker Facilitator Coordination Officer
 - A. Recruit Facilitators for Non-member Presenters
- VII. Statistics Officer
 - A. Collect Statistics requested by MCC
 - B. Prepare a report on results
- VIII. Facilitators
 - A. Conduct class and/or NF representative at class
 - B. Attend Open Houses to answer class questions
 - C. Provide training for new facilitators
 - D. Follow directions for registering (® classes)
 - E. Follow the requirements of the *Facilitators' Handbook*
- IX. Facilitate the development of the courses offered

CURRICULUM COMMITTEE

- I. Liaison Responsibility
 - A. MCC and NF Council
 - B. Off Campus Managers and Committee Officers
- II. Chair Responsibilities
 - A. Develop the Curriculum for the organization
 - B. Conduct meetings
 - 1. Ask for any input previous to meeting
 - 2. Agendas go out with the meeting reminder
 - 3. Refreshments provide at two before Open Houses
 - C. Recruit and train Facilitators
 - D. Process class proposals for Fall, Spring and Summer
 - 1. June 1 for the fall term with deadline July 1
 - 2. October 15 for the spring term with deadline November 15
 - 3. April 1 for the summer term for deadline May 1
 - E. Preparation of Class Grid
 - 1. Sample available in the Reference Section of this manual
 - 2. List of key class data to guide distribution over the weekdays
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 - 4. The final Grid is made available to all members at Open House
 - a. An "easy read" reference to plan their attendance at classes
 - b. Also can alert members to any potential changes to classes
 - F. Maintain/revise Facilitators Handbook
 - 1. Contains detailed information for various actions
 - 2. Forms to be used
 - 3. Copy in Reference Section of this manual
 - G. Input for Newsletter
 - H. Prepare required reports
 - I. Coordinate with the Membership Committee to plan Open Houses
 - 1. Joint marketing and enrollment activity
 - 2. September and January (None for summer session)
 - 3. Prepare a seating layout for facilitators
 - 4. Assist with the planning arrangements
 - 5. Attend the Membership Open House planning meeting
 - 6. Provide early and Open House assistance
 - J. Resolve Member/committee Problems
- III. Co-Chair Responsibilities
 - A. Conduct Meeting in the Absence of the Chair
 - B. Maintain/distribute minutes of meetings

- C. Maintain Committee History Book
 - 1. Collect any items
 - 2. Forward them to NF historian
- D. Maintain and process forms
 - 1. Parking Permit copies available for facilitators
 - 2. Risk Forms explained in the Facilitators' Handbook
 - a. Collect these requiring them
 - b. Maintains a check list of this category
 - c. Submits completed packets/check lists to Community Education office
 - 3. Volunteer Form required once
 - a. Curriculum Committee compiled list
 - b. Submits completed packets/check lists to Community Education office
 - 4. Photo Permission Form available at Open House
 - a. Required only once
 - b. New members sign at Open House
- E. Maintain Curriculum Committee inventory
 - 1. Currently kept in Room 201 at the MCC Downtown Center.
 - 2. Verify purchased items are listed (DVDs, CDs, voice amplifier, etc.)
- F. Select and order gifts for nonmember presenters
- G. Plan and execute May luncheon
 - 1. Select and make arrangements for a restaurant
 - 2. Send invitations in mid-March
 - 3. Make arrangements with MCC for payment
 - 4. Replaces May Curriculum Committee meeting
- H. Assist Chair and Membership Committee with Open House planning
- IV. Computer Officer
 - A. Design and publish the Class Schedule from the Class Proposals
 - B. Design and publish class signs for the facilitators at Open House
 - C. Works with the Curriculum Chairs to update The Facilitators Handbook on the website
- V. General Calendar Planning Officer
 - A. Conduct a major date calendar meeting with Facilitators
 - B. Distribution of the calendar
- VI. Guest Speaker Facilitator Coordination Officer
 - A. Recruit Facilitators for Non-member Presenters
- VII. Statistics Officer
 - A. Collect Statistics requested by MCC
 - B. Prepare a report on results
- VIII. Grid Master Officer processes the class grid as information is received from the Chairs
- IX. Facilitators
 - A. Conduct class and/or NF representative at class
 - B. Attend Open Houses to answer class questions
 - C. Provide training for new facilitators
 - D. Follow directions for registering (® classes)
 - E. Follow the requirements of the *Facilitators' Handbook*

- A. Coordinate facilitators, guest presenters, and partner organizations on course descriptions
 - B. Coordinate course grid and the class schedule for fall, summer and spring
 - C. Avoid scheduling classes on the same day as major NF events
 - D. *Facilitators Handbook* is located on the NFLL web site at www.newfrontiers-mesa.org.
 - E. Maintain relationship with Mesa Active Adult Center, Red Mountain Active Adult Center, Gilbert Community Center GCC, and Salvation Army Center
- X. Curriculum Committee and MCC Coordination
- A. Related expenditures, classroom space, registration and enrollment items
 - B. MCC collects all membership monies involved in classes
 - C. Classes scheduled at the Southern and Dobson Campus, the Downtown Center Campus or the Red Mountain Campus
 - D. Community Education Staff
 1. Registration of members
 2. Listing of classes in MCC system per assigned number
 3. Provide class rosters and waiting lists
 4. Assignment of classrooms for MCC campuses

MEMBERSHIP COMMITTEE

I. EXISTING TEAMS

A. Membership Chair and Co-Chair

1. Coordinate teams
2. Coordinate functions with other Committee Chairs
3. Arrange with MCC contact person for food for Open House and New Member Coffee
4. Furnish room layout to MCC contact person or delegate task
5. Print Open House invitations for members and prospects
6. Coordinate Open House activities
7. Assist with Annual Meeting and All Members meetings
8. Attend Council meetings and give monthly reports
9. Furnish annual report to Council
10. Give Membership report at Annual and All Members meetings
11. Furnish write ups for Newsletter editor and Info List

B. New Member Coffee Team

1. Print invitations and mail to new members and Council members
2. Coordinate RSVPs with telephone team
3. Prepare notebooks with cover and inserts (by-laws, policies/procedures, contact list)
4. Be sure Nametag rep and greeter will be on hand to sign in people
5. Contact MCC regarding room, food, equipment, etc.

C. Benefits of Membership Team Leader

1. Compiles a list of Membership Benefits
2. Distributed to members and used for marketing purposes.

D. Correspondence Team Leader

1. Obtains names of prospective members from Community Education office, or given to team and sends letter and appropriate material
2. Leave name/address in folder for database operator
3. Send material as appropriate to interim members
4. Follow-up on incorrect/insufficient addresses of members when material is returned
5. Sample of duties assigned

E. Database Coordinator

1. One team leader who maintains database of members, prospective members, past members, and relative college staff

2. Collects green sheets and registration forms after Open House for entering into database.
 3. Prints labels for mailings
 4. Prints nametags and labels for nametag team
 5. Prints list of new members for telephone team leader.
 6. Provides Communication Committee with email addresses
 7. Prints sign-in sheets for Annual Meeting, All-Members, and New Member Coffees.
 8. Prints alphabetical sign-in sheet for Annual Meeting and All Members meeting and New Member Coffee
 9. Mark attendance in database after meetings and furnish to Chair and MCC contact person
 10. Provides member directory (Fall and Spring) to Copy Center
 11. Provides interim new member names, and information to Correspondence Leader
 12. Sample of database timeline
- F. Mailing Team Leader(s)**
1. Voucher approved for necessary supplies
 2. Reserve a room with MCC contact
 3. Recruit team for mailing
 4. Coordinate mailing packets and bring to MCC Copy Center for mailing
 5. Samples of mailing job descriptions
- G. Nametag Team Leader**
1. Database Coordinator will provide nametags
 2. Cut and assemble nametags
 3. Distribute nametags at New Members Coffee and Annual/All Members meetings
 4. Mail nametags not picked up (Include note to pick up lanyards at Community Education office)
- H. Sunshine Lady**
1. Obtains voucher for cards and stamps
 2. Mails cards to members who are ill, hospitalized or if a family member deceases.
 3. Website address www.sunshinelady@newfrontiers-mesa.org
- I. Supplies Team Leaders**
1. Two team leaders maintain inventory and correspond with MCC contact person to or order supplies with voucher
 2. Have supplies shipped or bring to Open House location, New Members Coffee, etc.
- J. Telephone Team Leader**
1. Recruit telephone committee

2. Take RSVPs for New Member Coffees, Annual and All Members Meeting
 3. Meeting and occasional miscellaneous calling requests possible
 4. Database Operator will provide list of new members to calling committee and extra directory for marking RSVPs
- K. Open House and New Member Coffee Team Leaders**
1. Door Escorts
 - a. One team leader recruits door escorts and provides instructions
 - b. Work with Orientation Team Leader to assure smooth flow of traffic
 2. Greeters
 - a. Two team leaders recruit greeters and give them instructions
For Open House:
 - b. "Welcome" person
 - c. Greeters for members' tables
 - d. Greeters for guest tables
 - e. Provide greeter for New Member Coffee
 - f. At Red Mountain, two recruits needed at bottom of stairs to direct people to elevator
 - g. For Annual Meeting and All Members Meeting four greeters for member sign in and to hand out directories/handbooks
 - h. Sample of responsibilities
- L. Orientation Team Leader**
1. Recruits orientation hosts and provides instructions
 2. Two extra recruits for back up in case of illness, to relieve first shift
 3. Ensure that a table is still active at three o'clock
 4. Sample of responsibilities
- M. Refreshments Team Leader**
1. One team leader keeps refreshments and supplies available
 2. There will be a contact person to inform when supplies are getting low
- N. Registration Team Leader**
1. One team leader recruits registrars and provides instruction
 2. Set up registration tables
 3. Sample of registration crew responsibilities available
- O. Open House Set Up and Table Host Leaders**
1. Attend Open House Meetings held by Membership Committee
 2. Recruit two members per table to be hosts (10-12 tables) to answer guest questions and assist with registration forms
 3. A list of previous hosts exists, but newer members are encouraged to volunteer.

4. Arrive early to assist with unloading boxes, and placement of items for registration.
5. Setup each table with supplies: pencils in cups, holders with campus maps in plastic covers, registration forms, registration worksheets, table copy of Course Schedule, table copy of class grid and room assignments, sample registration form.
6. Stuff 100 blue folders for 5 Orientation Tables (20 per table) with campus maps, registration forms, registration worksheets, course schedule, newsletter, social calendars, and updated class grid.
7. Welcome table hosts, give them Ask Me badges to wear, assign or have them choose a table to host. Explain what their duties are and make them aware of the items on the table and in the folders. Suggest they tell their guests to fill out their choices on the registration worksheets before the final form, to walk around and see the class titles and speak with presenters or facilitators at their stations.
8. Relieve table hosts as needed. Act as a floater. Consider two shifts (12:30-2:00 and 2:00-3:15)
9. After Open House (not until 3:15) clear tables and help with packing supplies.

P. Signs Team Leader

1. At Open House mount signs for Greeter, Registration (Refreshments, Restrooms at Red Mountain) Annual Meeting and All Members Meeting signs for Sign In and Nametags
2. Erect banner for Open House, Annual Meeting, All Members Meeting

P. SAMPLES OF OPEN HOUSE ACTIVITIES AVAILABLE

1. Set- up schedule – Spring 2010 Open House
2. Traffic flow for Red Mountain - January 2010 Open House
3. Supply list for Membership activities

Traffic Flow for Open House @ Southern & Dobson

Greeters:

Guests are to be welcomed at the first table and members at the table around the corner near the door to the Navajo Room.

As a guest/member arrives, he/she is met by a greeter.

1. Person stands with a "Welcome" sheet in hand; directs guests to "Guest" table, members to "Member" table. OR
2. Guest/member goes directly to respective table; welcome sheets are on table.
 - a. Members receive a grid with class location and Welcome sheet. Red nametags available.
 - b. Guests receive a Welcome sheet and fill out a blue nametag.
 - c. **Important:** Count how many blue nametags you start with. Count how many used so we will know how many guests came. Guests receive a class grid at Orientation, so they will not need one from the member's table.

Have at least one greeter available at 3:00 pm.

Door Escorts:

Watch for the blue nametags. When guests come through the door, escort them to the furthest from the door Orientation table.

Important: Orientation hosts should begin their talk no later than **five** minutes after the first guest sits at the table. Use your discretion; if two guests are together but there's room for only one at a table, escort both of them to the next table.

If we're getting a line of guests and the tables are full, you want to encourage the Orientation hosts to speed things up.

Sometimes guests feel a bit lost after they have completed Orientation. You could assist in directing them to the facilitator tables.

Orientation:

It is important to keep the flow moving while still getting in the salient points about New Frontiers.

Be sure to remind them that the registration forms are on the Pre-Registration tables and it's a good idea to have their Worksheet (in blue folder) on hand to fill out as they visit the Facilitator's tables. Remind them that table hosts are at the Pre-Registration tables to help them with their questions.

Important: Orientation hosts should begin their talk no later than **five** minutes after the first guest sits at the table.

Note: Orientation slows down about the same time we need more seating space, so it would be helpful if you filled the furthest table first, then the next, etc. At least one table is to be manned until 3:00pm.

Pre-Registration Tables:

We will have ten tables designated for table hosts and possibly one more for just seating space. (depending on how many tables we will need for facilitators). Table hosts are primarily responsible for answering questions and helping guests fill out their registration forms.

Note: You will need a floater to keep Orientation tables stocked with blue folders and to be sure all tables have the supplies they need.

Registration Table:

No risk waiver forms will be required at Open House. The facilitators needing risk waivers will acquire them at the beginning of their first class.

Traffic flow for Open House @ MCC Red Mountain Campus

Greeters:

As a guest/member arrives, he/she is met by a Welcomer.

Welcomer stands near the elevator with a "Welcome" flyer in hand for members.

Members are to be directed to the table facing the elevator and guests directed to the table around the corner.

- a. At the Greeters table, Members receive a class-location grid. Red nametags available if needed.
- b. Guests receive a Welcome flyer and fill out a blue nametag. **Important:** Count how many blue nametags you start with. Count how many used so we will know how many guests attended. Guests receive a class grid at Orientation, so they will not need one from the member's table.

Have at least one greeter available at 3:00 pm.

Door Escorts:

Watch for the blue nametags. Direct guests to the large Orientation room first. Then the second room and thirdly, the Orientation table in the main room. If needed, guests can wait at the tables near the refreshments.

Use your discretion; if two guests are together but there's room for only one at a table, escort both of them to the next table.

If we're getting a line of guests and the tables are full, you want to encourage the Orientation hosts to speed things up.

Sometimes guests feel a bit lost after they have completed Orientation. You could assist in directing them to the facilitator tables or the refreshment area.

Orientation:

Important: Orientation hosts should begin their talk no later than **five** minutes after the first guest sits at the table.

It is important to keep the flow moving while still getting in the salient points about New Frontiers.

Be sure to remind them that the registration forms are on the Pre-Registration tables and it's a good idea to have their Worksheet (in blue folder) on hand to fill out as they visit the Facilitator's tables. Remind them that table hosts are at the Pre-Registration tables to help them with their questions.

Prep Orientation hosts about the \$5 fee for each computer *course* and the enrollment changes.

At least one table is to be manned until 3:00pm.

Pre-Registration Tables:

We will have ten tables designated for Pre-Registration. Table hosts are primarily responsible for answering questions and helping members/guests fill out their registration/enrollment forms.

Note: You will need a floater to keep Orientation tables stocked with blue folders and to be sure all tables have the supplies they need.

Registration/Enrollment Table:

No risk waiver forms will be required at Open House. The facilitators needing risk waivers will acquire them at the beginning of their first class.

Each computer *course* requires a \$5 fee. Community Ed will not enroll them in any other course until the fee is paid. It can be paid by check or credit card (they prefer not to have cash).

A check should be stapled to the Registration form. Do we need a separate form for credit cards?

Membership Open House Supply List

Supply	No. Needed	Origination
Blue Folders (per Open House)	100	Ordered by Ann Cox
Blue Notebooks (For new members)	25 on hand	Ann Cox or Membership w/voucher
Catalogs	100 for Blue Folders 20 for Regis. Tables 450 Community Ed	Curriculum Committee
Class Grids	100 for Blue Folders 150 for open house 50 Community Ed	Curriculum Committee
Directories	Where & When needed	Peggy Randolph/Membership
Green Sheets	100	Membership Committee
Nametags	Where & When needed	Sharen Kellogg/Membership
Newsletter	100 for Blue Folders Extras to Community Ed	Communications Committee (Newsletter Editor)
Pencils	100	Ordered by Ann Cox
Registration Banner	1 at Open Houses	Kinkos
Registration Forms	500	Ordered by Ann Cox
Welcome flyer (current members)	50	Membership Committee Colored paper
Welcome flyer (guests)	100	Membership Committee Bordered paper
Worksheets	500	Membership Committee

COMMUNICATION COMMITTEE

- I. Chair Responsibilities**
 - A. Provides support to the Communication Committee
 - B. Attends Council meetings
- II. Co-Chair Responsibilities**
 - A. Provides support to the Communication Committee
 - B. Attends Council meetings
- III. Website**
 - A. The website, newfrontiers-mesa.org , is a showcase for the organization
 - B. Keeps members informed of current events and provides information to prospective members and the browsing public
 - C. Endeavors to protect the privacy of members by not publishing their personal contact information
- IV. Web Master**
 1. General responsibilities
 - a. Maintain site in manner that next webmaster can support it using conventional standards
 - b. Install requests in a timely manner
 - c. Keep Council aware of any issues that might arise
 2. Quarterly
 - a. Install newsletter on website
 - b. Send notice of availability of Newsletter on web for Infolist
 3. January, May, and September
 - a. Move PDF copy of the new NFLL Course Schedule to Web
 - b. Move classroom grid PDF to Web
 - c. Summer class schedule placed on website
 4. Recurring as Information is received
 - a. Update calendar with NFLL coming events
 - b. Update the Council Members page when new people join
 - c. Add pictures to the Photo Gallery
 - d. Change/maintain the e-mail forwarding for Web mail
 - e. Keep copies of online registrations for trouble shooting
 5. Special requests per guidelines
 - a. Any member of the NFLL Council
 - b. Any person who has been designated as qualified by the Council via e-mail to the Webmaster
 - c. Any active member may submit a photograph for the Photo Gallery
- V. Web Site Designer**

