

Women's Club at UCF, Inc.
Executive Board/Executive Committee Meeting
January 14, 2022
9 a.m.-11 a.m. OnLine via ZOOM Meeting

These are the minutes for the January 14, 2022 board meeting. Meeting was held online via ZOOM.

Attendees:

- Present: Donna Albert, Doreen Behmke, Sue Chapman, Cathy Davis, Gail Dressler, Karen Gisel, Kathleen Hagerty, Zalpha Hashem, Kathy Littlefield, Maggie LeClair, Karen Manglardi, Dell Shadgett, Roberta Shoopman.
- Members unable to attend: none

Call to Order: After sharing holiday plans and events, President Sue Chapman convened the meeting at 9:12 A.M.

Sue presented the agenda topics and turned the floor to Doreen Behmke to discuss guidelines on streamlining our meetings. Doreen presented a chart summarizing guidelines from Robert's Rule of Order on what should and should not be included in a professional board meeting. The presentation included a statement that motions made during a board meeting do not need a second. Discussion ensued about this since the board operates with motions requiring a second when presented to the board. After discussion, board members agreed to continue with current practice.

President's Report: After discussion on meeting guidelines, Sue summarized the emails and reminders that she sent out to the members during the month of December which included the following:

- 2021 "Board Holiday Greeting Card",
- Reminders to sign up for the Cookie Exchange and the UCF First lady Holiday Tea/Coffee event.
- Reminder to consider donation to the UCF Foundation Giving Tuesday.
- Emailed the members the activity calendar of event for both December 2021 and January 2022.

Feedback from members who attended these events was positive and members enjoyed the variety of activities. There were discussions about getting donation information about total amount donated by members to the Holiday Tea/Coffee was followed by discussions about how we can get donation information from the Giving Tuesday fundraiser event that UCF holds. Kathleen Hagerty indicated that she will manually go through the list of donations and then be able to provide a summary of how many people donated and how much, without including any specific names or details about the contributors. This will give the club insights into the contributions of the members while at the same time keeping in mind members' privacy related to such donations.

Vice President's Report: Karen Manglardi indicated that we have 170 members for 2021-2022 year which includes 22 new members. She also stated that a New Member Orientation Meeting will be held, via Zoom, on Tuesday Feb 8, at 7:00 p.m. Karen indicated that she is working on

an agenda for the meeting and requested that executive board be in attendance via zoom. This was news to many board members and a discussion ensued on how that date/decision was made. Karen expressed that she felt it is better to be safe than sorry and to hold the meeting via ZOOM during these COVID times.

Treasurer's Report: Cathy Davis submitted the following balances in our accounts as of 01/11/2021: Savings: \$ 5065; Checking: \$18,901; PayPal: \$1,011.
Dues payments/collected to date were \$5,945.

Secretary's Report: Zalpha Hashem indicated that she received comments and approvals, with changes, via email for the October 2021 board meeting minutes. She also submitted the minutes for the November 2021 meeting minutes for board approval. Minutes were sent via email to board members prior to the meeting. The board approved the November meeting minutes, with minor changes. Zalpha indicated that both sets of approved minutes will get posted to the website. There was no board meeting during December 2021.

Scholarship: Maggie LeClair shared detailed data and values associated with the different scholarship funds values as of Jan 2022. A summary of the projected fund balances (as of this date) is:

<u>Account Name</u>	<u>Projected Balance</u>
First Ladies (Spendable)	\$10,631.42
Sheila Sommerville Graduate (Spendable)	\$12,781.05

Maggie also reminded the group that 3 scholarships were awarded, for each of the Scholarship Funds, during the 2021-2022 cycle. (Total of 6 scholarships at \$3K for each scholarship.) She also recommended to the club that we provide 3 scholarships for each of the Scholarship Funds during the 2022-2023 cycle.

OLD BUSINESS

Election of Officers: Sue Chapman stated that as required by our by-laws, the process for identifying and making recommendation for future slate of officers is being started. She indicated that the nominating committee will be chaired by Past President Kathy Littlefield. Kathy indicated that she is in the process of identifying committee members in particular club members who are outside of the board. She indicated that they will start meeting in January. Kathy plans to discuss the officer nominations and other committee recommendations at the February board meeting. The new slate of potential officers will be presented to the membership for a vote at the April Spring Luncheon.

Interest Groups: No report at this meeting.

Publicity committee: Karen Manglardi summarized that members are using the Facebook page and are posting pictures.

Hall of Fame Committee: Kathy Littlefield presented the following summary on the meetings and activities of the committee. She indicated that the committee members have been established and these members will participate in evaluating nominations and candidates for the next Hall of Fame class. She indicated that she has received a slate of nominations, via email, for consideration.

Programs and Meetings: Roberta Shoopman and Karen Gisel reported on the various venues and contacts that they have made for locating a possible alternate venue/location for the Spring Luncheon. At least 6 different venues have been reached and data obtained on cost and/or size of facility, etc... They sequentially detailed status/feedback that they received from each of the contacted facilities. Based on the feedback to date, they are looking to see if other venues/locations are available and financially feasible, in addition to Tuscawilla Country Club. It was discussed that they will reach out to Tuscawilla as well. Possible dates for the Spring Luncheon were identified as a target for discussions with Tuscawilla and any other venues. Target dates are April 11, and April 25, 2022.

Newsletter: Zalpha Hashem indicated that she has requested inputs for write-ups from several members. She also identified end of January as the target date for inputs/write-ups from Interest Group Leaders. She requested that Donna Albert communicate the request and deadline from the IG leaders. Target date of mid-February was stated for publishing the upcoming winter newsletter.

Zalpha also indicated that the special edition newsletter of the Friendship Social/Hall of Fame Celebration is still being created and was not sent to membership during December due to a lot of activities and communications go on during that time period. This special edition will also be published for distribution.

Website: Zalpha Hashem indicated that updates to the membership list on the website have been made and all non-renewed members have been made "inactive". Zalpha indicated that there are some names of the website who are not on the excel spreadsheet with current names of renewals and inactive. Follow up on these names with Sue Chapman and Cathy Davis is needed. There was also discussion on the PayPal follow-up forms. It was identified that the POC for these forms is showing the previous Treasurer name rather than current treasurer name, Cathy Davis. Zalpha indicated that she had previously made the needed changes and will look at the forms and what needs to be changed again.

Foundation Interface: Kathleen Hagerty provided via email, prior to the meeting, information on "UCF Giving Tuesday". Kathleen said that, when the data is available, she would be able to provide summary report of number of member donations and how much was donated in total.

Sunshine Report: Gail Dressel indicated that she sends out "regular cards" for sympathy cards to families of deceased members. She uses e-cards for "get well" cards that she sends out. Gail also stated that information on how to contact her for "Sunshine" is published in our newsletters and that she would be willing to "educate members" on the tasks of the Sunshine Coordinator.

NEW BUSINESS – Ideas for Improvement

Sue explained that in her two emails regarding this January Board Meeting that she had asked members to come up with an idea to enhance or improve the overall membership experience for the club. A few members were pro-active and submitted ideas for discussion to Sue and asked for her feedback. Those initial ideas for improvement were discussed.

A chart on each of those initial ideas for improvement was presented and discussed:

- **Kick-starting the New Member Experience** – Karen Manglardi outlined the following idea step-by-step to get new members quickly introduced to the entire membership:
 - After the application was processed and dues were paid, Karen would interview the new member to develop a new member profile.
 - Karen would then ask the new member if they would agree to their profile being published in an email to the membership and also posted on the Facebook page with an optional personal photo.
 - If they agreed, Karen would then email the personal profile to the new member for editing and approval. If they then decide not to have their profile published, then the issue would be dropped.
 - Once approved by the new member, then the profile would be published via email and Facebook.
 - Karen also mentioned that since the number of new members per year was around 20-25 that this task was easily achievable.

Discussion: Karen Gisel identified that this idea goes back toward developing and putting new member information into the newsletter. She indicated that this was a common practice and then we decided to not include such information on each new member due to some members not wanting to share their information in such a manner and we shifted toward list of names in newsletter also due to number of new members.

Karen M. then agreed that her proposed process was similar but would insist on the new member's complete approval before going forward with publishing the profile in an email and on Facebook – both of which provide an immediate way to get the new member introduced to the club as opposed to waiting for the next newsletter.

Sue Chapman asked for a motion to vote on implementing this improvement idea. This motion was passed by a majority vote.

- **Getting IG Leaders informed on New Member Status** – Doreen discussed some of the issues that IG Leaders have when a new member selects Interest Groups on the membership application which triggers the email to the IG Leaders:
 - The email does not identify exactly which IG the member is requesting – just “someone has selected your Interest Group”.
 - IG Leaders with multiple interest groups cannot tell which group the new member wants to sign up for.
 - IG Leaders assume that the new member has paid dues which is not always the case.

- Doreen and Donna proposed an idea for a better New Member Contact Workflow which is explained below.

■ **Proposed New Member Contact Workflow**

- Once new member dues are received, Cathy downloads the application from the website and emails it to Donna and Karen.
- Donna distributes to the IG leaders so that they can follow up with new member.
- Karen contacts new member for an interview and creates profile.
- Karen sends the personal profile to the new member for approval.
- Once profile is approved by the new member, a welcome email is sent to the general membership and posted on FB (with new member permission).

■ **Possible additional information to be captured on the Membership Application** – It was recommended that it would be helpful to have additional information captured on the membership application to include:

- How they found out about the club – website, google search, referral or friend – if friend, please list name of friend.
- Career background – If employed, current company and job title; if retired – last employer and job title OR career highlights.
- It was also recommended that an additional comment be added to the end of the membership application indicating that the application would be processed upon payment of dues.

Discussion: During the presentation and discussion of these ideas, there were questions about why some of these ideas were being presented at the board and for voting upon them. Zalpha Hashem strongly expressed concerns with information being presented with pre-defined solutions, rather than to discuss the perceived issue and seeking different ideas on different possible solutions. She also expressed opinion that discussions and possible different solutions should be discussed and worked on together prior to the meeting, rather than presenting a pre-conceived solution at the meeting.

Sue again explained that she sent out two emails seeking ideas and the purpose of this session was to discuss these ideas, their pros and cons, and possible alternate solutions. The ideas presented so far were submitted based on those requests. Based on this discussion, the remainder of ideas to be discussed (scholarship donations ideas and educating members on Sunshine) were tabled for future discussions.

Upcoming events: Feb 8 -- New Member Orientation via Zoom.
Next Meeting will be on February 11, 2022. Sue Chapman motioned to adjourn. Meeting adjourned at 10:58 a.m.

Submitted for approval

By: Zalpha Hashem, Secretary of the Women’s Club at UCF

Approved by the Board On: _____
(Date: MM/DD/YEAR)

Board Meeting Agenda
14 January 2022

- **Welcome/Call to Order**
 - Robert's Rules Recommended Guidelines for Board Meeting
- **Officers' Reports**
 - President, Vice President (Membership), Treasurer, Secretary
- **Old Business**
 - Election of Officers, Meeting & Programs Updates, Website/Newsletter Update
 - Scholarship Report
- **New Business**
 - Ideation Brainstorming Session
- **Reminders**
- **Action Items**
- **Adjournment**