

OLLI^{at}SOU

Council

Class of 2024

Tracy Palermini
Colleen Patrick-Riley
Susan Stitham

Class of 2025

Joyce Avery
Paul Christy
Laura Simonds

Class of 2026

Colet Allen
Mary Devlin
Ann Magill

MINUTES

January 16, 2024

3:30-5:30pm

Campbell Center and via Zoom

Council Present: Tracy Palermini, Colleen Patrick-Riley, Susan Stitham, Joyce Avery, Paul Christy, Laura Simonds, Colet Allen, Ann Magill; **Heather Inghram.** **On Zoom:** Mary Devlin.

Committee Chairs Present: Lorraine Vail, Dwight Wilson. **On Zoom:** Anne Coleman, , Susan Edgerley, Peg Evans.

Members Present: MaryBeth Limpert, Robbi McMinimy. **On Zoom:** Phyllis Fernlund, Molly Killefer, Myrna Hall, Barb Barasa.

Heather Inghram introduced and Council welcomed Megan Rutherford, our new Office Service Specialist .

1. **Call to Order:** President Tracy Palermini called the meeting to order at 3:34pm.
2. **Approval of the Agenda with Flexibility:** Approved without objection.
3. **Approval of Council Minutes** from November 14, 2023 and from the January 5, 2024 Email Action on Approval of Rogue Manor Pilot Project (see attached): (Magill: Avery). Move to approve the minutes and email action as presented. Motion carried.
4. **Treasurer's Report** - Paul Christy reported that expenses are on track with the fourth month of the fiscal year. Membership is at 1493, 320 under the budgeted 1791 which means that we are still under the budgeted revenue. The Spring Membership Special is advertised in the Spring catalog, and we're anticipating another good result. The musical OLLI ABROAD generated an unexpected profit, bringing in a net of \$8,800 rather than the budgeted profit of \$1,750. Admiring glances were distributed all around to those involved, especially producer Lorraine Vail, director Cheryl Goodman-Morris, and playwrights Cheryl and Jack Seybold, as well as to the all star volunteer OLLI cast.
5. **Membership Report:** President Palermini highlighted the fact that we are on track with last year's membership level and below the 6% increase budgeted for the current year. She underscored the fact that fortunately the profit from OLLI ABROAD is the equivalent of 57 new members and will help to offset the deficiency in budgeted member fee revenue.

She also reminded Council that, as some like to say, “OLLI is a parade;” 50 % of OLLI members have joined in the past five years. Our retention rate is below the national standard of 0%.

Council shared some speculations on the reasons that our member retention from last year was higher than it has been in the previous three years.

Heather Inghram clarified the categories of members on the Membership Report. “Returning” members are those who came back to OLLI after a lapse of at least one year; “renewing” members are those who were members last year.

Paul Christy pointed out the 37% renewal rate of last year’s Spring Special members so far this year, and questioned whether that raised concerns about the value of offering the spring special.

6. **Reports:** Written reports are mailed with the Council agenda.

A. President’s Report:

- HOW DOES OLLI WORK? President Palermini highlighted the Zoom session scheduled for 10 am on January 20th: HOW DOES OLLI WORK? being presented by the Leadership Development and Recruitment Committee. 40 members are registered; Council is invited to attend.
- Thirtieth Anniversary Celebration – February 10th: The President announced that the planning committee consists of co-chairs Susan Stitham and MaryBeth Limpert, and includes Joyce Avery, Coleen Patrick-Riley, and Lorraine Vail who will liase with the OLLI ABROAD cast. Susan reported that the program will include three numbers from the musical as well as an OLLI Flashback Quiz about some OLLI history.
- The Annual Member Survey will be accomplished in two parts this year; in mid-March all current members will receive the survey which will allow enough time for the results to be shared with Council and committees in order to shape budget and plans for the coming year. A second round of the survey will be sent toward the end of May to those joining in the spring so their information can be included. The compiled results will be shared at the Annual Meeting in June. President Palermini requested input from committee chairs on potential questions.

B. Administrative Director’s Report

- Heather Inghram expressed thanks to the Office Volunteers who have stepped up to cover the absence of Marta Gomez who is recuperating at home and much missed.
- The office and Room A have experienced some major problems with heat these past few weeks, which appear to be finally remedied. The staff is looking forward to divesting themselves of their Arctic gear during work hours.
- The Administrative Director reported that she is learning the ropes of Constant Contact from Anne Bellegia, and that the Volunteer Coordinator position will be posted soon.

C. Standing Committee Reports

- a. Communications and Community Outreach - Peg Evans announced that they are in the midst of catalog work for Spring, and volunteers are needed to sit at the OLLI table for the

Access Senior Fair on April 2 at Medford Armory, as well as to fill the leadership roles for the annual Open House.

- b. Curriculum – Anne Coleman reported that the Spring catalog contains a robust 124 courses, 40 of which will be online (30%). Having Karen Spence on CC as a designated Instructor Recruiter has been fruitful. Long time OLLI instructor Allison Renwick is working with instructors on developing PowerPoint presentations.
- c. Development – Dwight Wilson announced we'd received \$34,145 in Annual Fund donations in November, and that he remains comfortable with the committee's \$50,000 goal.

Council comments:

- Suggestions of a tribute page in catalog, donations made in honor or memory.
 - Encouragement of fundraising focus on number of donors not amount of money; being a donor is about commitment.
 - Publish donor names monthly not just once in a year in the catalog
 - Praise for getting OLLI into the Oregon Cultural Trust
- d. Leadership Development & Recruitment – Laura Simonds asked Council directors and committee chairs to follow up with members that they recommended for potential leadership roles to inquire as to whether those individuals would be willing to have further conversation about leadership openings. Everyone was asked to report back to Laura with the outcome of those inquiries.

Questions:

- Are there men on the list? Answer: yes.
 - Diversity? A tough one given OLLI's membership demographics.
- e. Venue & Technology Planning – Lorraine Vail and Heather Inghram noted that the Owl's problems today (camera/mic) would have been a hurdle in a class; we're all continuing to learn.

7. **Ad Hoc Committee to Reimagine the Mission and Programming of the Member Services Committee.** (attached)

- A. **Presentation of the Report:** Susan Edgerley, chair, began with thanks to the committee: MaryBeth Limpert, Robbi McMinimy, Susan Stitham, Phyllis Fernlund, Mary Devlin, and Heather Inghram, and went on to note:
 - Some former MSC members are online and members will be meeting tomorrow with President Palermini and Council MSC liaison Susan Stitham to discuss the report's recommendations.
 - President Palermini reminded the group that there would be no action today but the recommendations would be before Council next month for action, and that the input of the former MSC members would be shared with Council.
 - The Chair presented three documents: the process used by the Ad Hoc Committee, a draft committee charge for the new "Member Connections Committee", and some recommendations for restructuring the committee process to include program liaisons as

well as the creation of a new membership committee and moving of the Events Team to the umbrella of the Administrative Director.

B. Questions & Discussion

- Paul Christy: How would this committee change my experience as an OLLI member?

Response: More offerings will be advertised in the catalog, while there will still be opportunities for nimbleness in offerings that spring up.

- Colleen Patrick-Riley asked to hear Molly Killifer's comments as a former MSC chair: Molly loves the new name and thanks everyone for the time spent on re-imagining; is attending tomorrow's meeting and will share her thoughts there to be given to Council.
- Ann Magill likes the new name and the notions in the report but worries about retaining nimbleness in responding to requests for events while following necessary process; she suggests a field trip to Books for Prisons program as an example.
- Response from Heather Inghram: Nimbleness is an important goal, and it's also important to be very protective of staff time to properly support programs. The goal, as always, is member satisfaction.
"Nimbleness in a university context is six weeks."
Heather envisions launching the new MCC in the Fall term.
Key ingredient: employing a reservation system that verifies membership. Campus CE is a possibility; current Constant Contact is labor intensive and won't verify.
- President Palermini: The process for reviving the work of the committee will be first, to approve a charge, then recruit and appoint a chair, and then recruit the committee members.
- Susan Stitham responded to a question about retaining the former names for programs, e.g. Guided Explorations by explaining that the committee recommended names that were self-explanatory, e.g. "Shared Interest Groups" or "Lecture with Q/A"
- Myrna Hall asked whether there was a draft event proposal form prepared. Response: yes, to be refined by the new committee and Administrative Director.
- Susan Stitham responded to a question about the anticipated role of the Program Liaison: they would be facilitators and assistants to the program proposers, recruiters of programs, and also might themselves be program proposers. They would not be "team leaders" as there would not be silo-ed teams but rather full committee members, structured much like the Curriculum Committee, each member with separate expertise and responsibilities.
- President Palermini opined that the Charge needs more "meat" reminiscent of the current Curriculum charge and reminded Council that there will be no events, other than continuing SIGS and "Talk to Us" until the new committee is underway. Or weigh, if you're feeling nautical. She thanked Susan Edgerly and the ad hoc committee again for its work.

8. Old Business

A. OLLI Membership Discussion: President Palermini asked a series of questions:

- What is the sweet spot for OLLI at SOU membership? Current numbers or back to pre-pandemic levels of 2100 which would support our current staff structure.
- What should we focus on? Growth to surpass current numbers or growth to replace 30% attrition rate?
- Should we focus on regional expansion? If yes, Medford? Other locations? Online?
- Should we create a new standing committee for membership recruitment and retention? What should be its charge?

Council Comments:

- Mary Devlin: Recommends talking with Reno OLLI where they have a lower fee for just online courses.
- Question about whether that causes a drop in full memberships which is offset by new members from out of area or who just don't want to put their pants on and come to class. Needs investigation.
- Joyce Avery: "sweet spot" needs specific criteria in order to determine.
- Paul Christy: the sweet spot is supporting our staff and our building, and it's 2000 members. Remember our three legged stool of revenue: membership fees, OSHER fund investment earnings, and donations.
- Heather Ingrham reminded us that when we were at our high enrollment Medford (MOLLI) was actively recruiting instructors for Medford, and we had 400-500 members there. Increasing members requires increased volunteer and staff support. We are victims of our own success to some extent: we have 80 courses for Spring in Campbell Center. There will be no classroom available for Council meetings. We have an issue with volunteer attrition.
- Susan Stitham took this opportunity to bang her customary drum about OLLI being a parade, not just of members but of volunteers. In her eleven years of OLLI leadership concerns have always been expressed about finding sufficient volunteers, but they have always appeared. Witness: look around the current Council and committee chairs – many relatively new members. Volunteer recruitment is not a crisis; it's just an ongoing necessary part of doing OLLI's business. "The price of liberty is eternal vigilance; the price of maintaining a healthy OLLI is eternal volunteer recruitment."
- Laura Simonds: CCO has been the default "membership committee" and it's time for a dedicated committee.
Should we be encouraging more classes? Should we be focusing more strongly on increasing the number of online courses and classes in Medford?
This issue is huge and warrants a special Council meeting as membership numbers undergird our financial stability.
- President Palermini straw polled the Council, and there was agreement that the subject warrants a special meeting.

9. **New Business** – none

10. **Additional Remarks** - none

11. **Adjournment:** President Palermini adjourned the meeting at 5:40 pm.

Agenda Attachments

- #3 – January 2024 Email Action
- #4 – Treasurer’s Report
- #5 - Membership Report
- #7 – Ad Hoc Committee on MSC Report & Recommendations



Tracy Palermini <tpalermini@gmail.com>

****OLLI COUNCIL VOTE NEEDED VIA EMAIL****

1 message

Tracy Palermini <tpalermini@gmail.com>

Fri, Jan 5, 2024 at 6:01 PM

To: Colet Allen <coletallen1@gmail.com>, Susan Stitham <omm1961@gmail.com>, Laura Simonds <lsimonds97520@gmail.com>, Joyce Avery <joyceavery@gmail.com>, Paul Christy <ptc97504@gmail.com>, Colleen Patrick-Riley <cpr@ak.net>, Heather Inghram <inghramh@sou.edu>, Mary Devlin <marykdev@icloud.com>, Ann Magill <magill819@gmail.com>

Bcc: Tracy Palermini <tpalermini@gmail.com>, Peg Evans <mevans@mind.net>, Phyllis Fernlund <pfernlund@csuchico.edu>

Council Directors,

Attached is a report from the team that has been managing the OLLI/Rogue Valley Manor Pilot Project along with a request to expand the pilot project into winter and spring terms. Council needs to take action on this request before our next meeting so that, if approved, plans can be made for the winter and spring term courses.

The Executive Committee met today, and took the following actions.

Susan Stitham: I move that Council approve to extend the OLLI/Rogue Valley Manor Pilot Project for one course to be held in each of the Winter and Spring 2024 terms as described in the accompanying report and expansion request.

Laura Simonds: I second the motion.

All Council Directors: Please reply to this email with your vote YES or NO on this motion.

Thank you,

Tracy

**2024-01-02 OLLI RVM Pilot Program Report & Expansion Request.pdf**

797K



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Susan Stitham <omm1961@gmail.com>

Fri, Jan 5, 2024 at 6:40 PM

To: Tracy Palermini <tpalermini@gmail.com>

Cc: Colet Allen <coletallen1@gmail.com>, Laura Simonds <lsimonds97520@gmail.com>, Joyce Avery <joyceavery@gmail.com>, Paul Christy <ptc97504@gmail.com>, Colleen Patrick-Riley <cpr@ak.net>, Heather Inghram <inghramh@sou.edu>, Mary Devlin <marykdev@icloud.com>, Ann Magill <magill819@gmail.com>

I vote yes.

Susan Stitham



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Laura Simonds <lsimonds97520@gmail.com>

Fri, Jan 5, 2024 at 7:47 PM

To: Susan Stitham <omm1961@gmail.com>

Cc: Tracy Palermini <tpalermini@gmail.com>, Colet Allen <coletallen1@gmail.com>, Joyce Avery <joyceavery@gmail.com>, Paul Christy <ptc97504@gmail.com>, Colleen Patrick-Riley <cpr@ak.net>, Heather Inghram <inghramh@sou.edu>, Mary Devlin <marykdev@icloud.com>, Ann Magill <magill819@gmail.com>

Yes from Laura.



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Paul Christy <ptc97504@gmail.com>

Fri, Jan 5, 2024 at 8:22 PM

To: Laura Simonds <lsimonds97520@gmail.com>

Cc: Susan Stitham <omm1961@gmail.com>, Tracy Palermini <tpalermini@gmail.com>, Colet Allen <coletallen1@gmail.com>, Joyce Avery <joyceavery@gmail.com>, Colleen Patrick-Riley <cpr@ak.net>, Heather Inghram <inghramh@sou.edu>, Mary Devlin <marykdev@icloud.com>, Ann Magill <magill819@gmail.com>

Yes on the motion, from Paul Christy.

Sent from my iPhone



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Mary Devlin <marykdev@icloud.com>

Fri, Jan 5, 2024 at 10:34 PM

To: Susan Stitham <omm1961@gmail.com>

Cc: Tracy Palermini <tpalermini@gmail.com>, Colet Allen <coletallen1@gmail.com>, Laura Simonds <lsimonds97520@gmail.com>, Joyce Avery <joyceavery@gmail.com>, Paul Christy <ptc97504@gmail.com>, Colleen Patrick-Riley <cpr@ak.net>, Heather Inghram <inghramh@sou.edu>, Ann Magill <magill819@gmail.com>

I vote yes
And I apologize for having this inserted in the middle of another's vote. I don't know why but best to just go ahead and vote.
Mary

Sent from my iPhone



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Colet Allen <coletallen1@gmail.com>
To: Tracy Palermini <tpalermini@gmail.com>

Sat, Jan 6, 2024 at 1:12 AM

Yes.



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Joyce Avery <joyce.avery@gmail.com>

Sat, Jan 6, 2024 at 7:55 AM

To: Tracy Palermini <tpalermini@gmail.com>

Cc: Colet Allen <coletallen1@gmail.com>, Susan Stitham <omm1961@gmail.com>, Laura Simonds <lsimonds97520@gmail.com>, Paul Christy <ptc97504@gmail.com>, Colleen Patrick-Riley <cpr@ak.net>, Heather Inghram <inghramh@sou.edu>, Mary Devlin <marykdev@icloud.com>, Ann Magill <magill819@gmail.com>

Yes from Joyce.



Colleen votes yes to extension of RVM project // new email for Colleen

1 message

Colleen Patrick-Riley <colleenpr675@gmail.com>

Sat, Jan 6, 2024 at 4:19 PM

To: "tpalermini@gmail.com" <tpalermini@gmail.com>

Cc: "coletallen1@gmail.com" <coletallen1@gmail.com>, omm1961@gmail.com, "lsimonds97520@gmail.com" <lsimonds97520@gmail.com>, joyceavery@gmail.com, "ptc97504@gmail.com" <ptc97504@gmail.com>, "inghramh@sou.edu" <inghramh@sou.edu>, marykdev@icloud.com, "magill819@gmail.com" <magill819@gmail.com>

Hello everyone,
First I want to register my vote to approve the extension (for winter and spring) for the Rogue Valley Manor pilot project.

Second, I ask that you all change my email address to colleenpr675@gmail.com

My [ak.net](mailto:cpr@ak.net) email was hacked with someone sending out a solicitation for money which I did not send. I am having problems accessing and sending from my cpr@ak.net email address, and have not used it since 12/29/23 when the hacking occurred. I ask that all future email be sent to me at my new gmail account.

Susan can you make the change to our Council contacts and communication?

Heather can you change my email in my OLLI membership? I would be happy to stop by the OLLI office if needed on Monday.

Thank you all! I look forward to seeing you on 1/16/24 at Campbell Center for our Council meeting.

Colleen
907-440-6508



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Ann Magill <magill819@gmail.com>

Mon, Jan 8, 2024 at 9:36 AM

To: Tracy Palermini <tpalermini@gmail.com>

Cc: Colet Allen <coletallen1@gmail.com>, Susan Stitham <omm1961@gmail.com>, Laura Simonds <lsimonds97520@gmail.com>, Joyce Avery <joyceavery@gmail.com>, Paul Christy <ptc97504@gmail.com>, Colleen Patrick-Riley <cpr@ak.net>, Heather Inghram <inghramh@sou.edu>, Mary Devlin <marykdev@icloud.com>

I vote Yes
Ann Magill



Tracy Palermini <tpalermini@gmail.com>

Re: **OLLI COUNCIL VOTE NEEDED VIA EMAIL**

1 message

Tracy Palermini <tpalermini@gmail.com>

Mon, Jan 8, 2024 at 3:13 PM

To: Colet Allen <coletallen1@gmail.com>, Susan Stitham <omm1961@gmail.com>, Laura Simonds <lsimonds97520@gmail.com>, Joyce Avery <joyceavery@gmail.com>, Paul Christy <ptc97504@gmail.com>, Heather Inghram <inghramh@sou.edu>, Mary Devlin <marykdev@icloud.com>, Ann Magill <magill819@gmail.com>, Colleen Patrick-Riley <colleenpr675@gmail.com>

Thanks, everyone for voting. The motion was approved with a unanimous vote.

Tracy

OLLI/Rogue Valley Manor Pilot Program Report & Expansion Request

November 2023 Pilot Program Plan

In June 2023, Council authorized a team consisting of Peggy Evans, Phyllis Fernlund, Heather Inghram, and Tracy Palermini to proceed with creation and execution of a pilot program with the Rogue Valley Manor.

The pilot program was one three-session course on Handel's *Messiah*, taught by Peggy Evans, to be held on Thursdays, Nov. 2, 9, and 16, from 10-11:30 AM in the Deschutes Room of the Rogue Valley Manor Plaza building. The course was made available to both OLLI at SOU members and RVM residents, with 20 seats available for each group. RVM residents who are already OLLI members that were interested in the course would be enrolled as OLLI members in order to allow for more non-OLLI residents to participate.

OLLI at SOU was interested in pursuing this pilot program in order to explore the following.

1. Are RVM residents interested in OLLI courses?
2. Would RVM residents join OLLI to have access to OLLI courses?
3. Are OLLI members who do not reside at RVM willing to take courses that could be held there?
4. Are there RVM residents who might consider teaching OLLI courses as a result of more OLLI activity on the RVM campus?

November 2023 Pilot Program Outcome

Both OLLI members and RVM residents were very enthusiastic about the fall program, with 35-40 participants attending each of the three sessions. Many participants expressed interest in having more OLLI courses at RVM. There were some technology challenges, and OLLI has worked out a plan that should ensure better reliability and instructor comfort in using the technology.

Surveys were sent to participants at the end of the course. Following is a summary of the responses.

From RVM Residents

- Are you interested in joining OLLI? (\$ annual fee)
 - 7 – Yes, but only if there are OLLI courses offered at RVM
 - 2 – Yes, for access to all of the 300+ courses per year
 - 2 – Not at this time
- If there were future OLLI courses at RVM, what is the ideal length? Check all that apply.
 - 9 – 3 sessions
 - 6 – 4 sessions
 - 3 – 5-6 sessions
 - 2 – 7+ sessions
- What subject areas interest you? Check all that apply.
 - 9 – Arts (Film, Music, Theater, Visual Arts, Writing)
 - 9 – History
 - 0 – Life Planning
 - 4 – Literature
 - 0 – Personal Exploration
 - 3 – Science, Technology, Engineering & Mathematics
 - 3 – Social Sciences
- What course format do you prefer?
 - 10 – Lecture
 - 2 – Discussion

From OLLI Members

- If there were more OLLI courses held at Rogue Valley Manor, would you attend?
 - 7 – Yes
 - 7 – Yes, depending upon the course
 - 0 – No
- Where do you live?
 - 7 – Medford & surrounding area
 - 0 – Jacksonville
 - 3 – Ashland
 - 3 – Other
- If there were future OLLI courses at RVM, what is the ideal length? Check all that apply.
 - 5 – 3 sessions
 - 8 – 4 sessions
 - 8 – 5-6 sessions
 - 2 – 7+ sessions
- What subject areas interest you? Check all that apply.
 - 11 – Arts (Film, Music, Theater, Visual Arts, Writing)
 - 10 – History
 - 3 – Life Planning
 - 8 – Literature
 - 2 – Personal Exploration
 - 7 – Science, Technology, Engineering & Mathematics
 - 8 – Social Sciences
- What course format do you prefer?
 - 13 – Lecture
 - 3 – Discussion

Pilot Program Expansion Request

After debriefing on the Fall pilot program, the OLLI Planning Team requests that OLLI Council approve two more pilot program courses, one to be held in the Winter term and one to be held in the Spring Term. Offering two additional pilot program courses this year would provide the following benefits.

- Expansion of the pilot program courses from 40 to 50 participants (maximum room occupancy).
- An opportunity for greater OLLI exposure to RVM residents.
- An opportunity to promote the Spring Membership Special to RVM residents attending the Winter term course as well as to the greater RVM community.
- An opportunity to offer an additional course in Medford to OLLI members each term.
- An opportunity to further test the viability of using RVM as an OLLI course venue.

The planning team will debrief at the conclusion of each additional pilot program course and report to Council. The planning team's intention is to make a final recommendation to Council in May as to whether or not OLLI at SOU should pursue a Memorandum of Understanding with Rogue Valley Manor for the 2024-25 year to use RVM as an OLLI course venue for all three terms. If RVM was approved as an OLLI course venue, it would be added to the course proposal as a course location option, and staff and the Curriculum Committee would be encouraged to find one to two courses per term to be offered there, pending scheduling. OLLI courses offered at RVM would be listed in the course catalog and available only to OLLI members. A volunteer co-host would check in attendees to ensure that all are OLLI members registered for the course.

Instructors for Winter and Spring term courses have already been identified should Council agree to move forward with extending the pilot program.

- Winter – Bob Wetmore would teach 3 sessions from his Fall course, *Scenes From Ancient Rome*. RVM would handle promotion and course registration for 25 RVM (non-OLLI-member) residents. OLLI at SOU would promote the course to OLLI members and take 25 registrations via the Newsflash as well as a direct email invitation to Medford-area OLLI members.
- Spring – John Lane and Rebecca Jurta have proposed an expansion of their Fall course, *Grand Lodges of the National Park*, from 3 to 4 sessions and are willing to teach at RVM. The course would be listed in the Spring catalog and set with a class size of 25. OLLI members would register for the course as they do all other courses. RVM would handle promotion and course registration for 25 RVM (non-OLLI-member) residents.

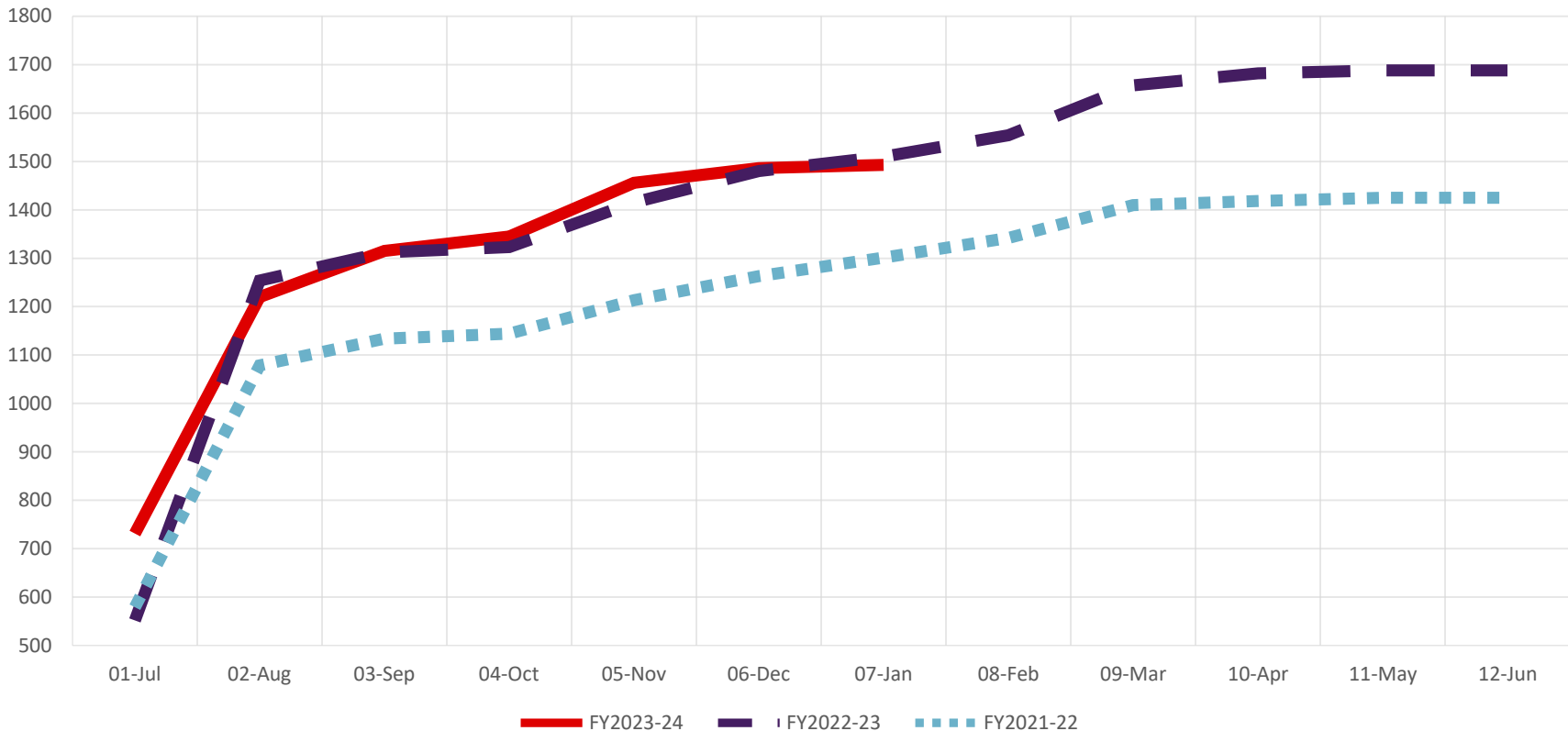
**OLLI at SOU
Financial Report
10/31/2023**

				Fund Balance
1	DCE OLLI at SOU	ECPLRP	50400	287,096.49
2	ECP Osher Lifelong Learning Gifts	ECPXGO	406122	28,784.20
3	Osher Lifelong Learning	SOUF	0598	37,314.05
4	Total Operating Funds			\$ 353,194.74
5	**Operating Funds designated ReNEWall**			\$ 364.00
6				
7				
8	Campbell Center Renovation ReNEWall	SOUF	0028	\$ 1,265.30
9				
10	Osher Lifelong Learning Distribution	SOUF	1503	121,306.02
11	Osher Lifelong Learning Endowment	SOUF	3506	2,256,140.24
12				\$ 2,377,446.26
13				
14	OLLI Legacy Fund Distribution	SOUF	1504	305.98
15	OLLI Legacy Fund Endowment	SOUF	3508	62,471.07
16				\$ 62,777.05

Statement of Activities

OLLI at SOU 2023-24		Oct-23	YTD Actual	Budget	Remining Budget	Last YTD	Difference
1	# Members	30	1,463	1,791	(328)	1,323	140
2	Member Fees	\$ 3,470	\$ 188,820	\$ 250,701	\$ (61,881)	\$ 190,490	\$ (1,670)
3	Co-curricular Program Fees	-	-	-	-	1,100	(1,100)
4	Annual Fund Donations	200	18,600	53,000	(34,400)	12,510	6,090
5	Movie Night Fundraising	-	-	1,000	(1,000)	-	-
6	OLLI ABROAD Fundraising	15,685	15,685	16,250	-	-	15,685
7	Sponsorships	5,860	5,860	10,000	(4,140)	9,260	(3,400)
8	Osher Endowment Distribution	-	-	121,029	(121,029)	-	-
9	ReNEWall Fund Distribution	-	-	-	-	-	-
10	Legacy Fund Distribution	-	-	2,480	(2,480)	287	(287)
11	Interest	114	3,347	2,400	947	788	2,559
12	Total Operating Income	25,329	232,312	456,860	(223,983)	214,436	17,876
13	Office Salary/Wages/Benefits	20,103	86,471	311,836	(225,365)	91,911	(5,441)
14	IT Support Student Wages	-	-	12,000	(12,000)	-	-
15	Meals & Travel	-	623	-	623	-	623
16	Outside Services	-	-	500	(500)	-	-
17	Total Personnel & Outside Services	20,103	87,094	324,336	(237,242)	91,911	(4,817)
18	Campbell Center Rent	2,703	10,811	33,405	(22,594)	10,811	-
19	Campbell Center Support	-	23	1,000	(977)	86	(63)
20	ReNEWall Improvements	-	1,525	3,077	(1,552)	-	1,525
21	Campbell Center Gardens	-	-	500	(500)	95	(95)
22	Parking	-	1,500	3,000	(1,500)	1,500	-
23	Other Venue Rent	488	488	3,000	(2,513)	-	488
24	Total Facilities/Parking	3,190	14,346	43,982	(29,636)	12,492	1,855
25	Office Supplies/Equip/Postage	54	572	2,649	(2,077)	1,230	(658)
26	Duplicating & Printing	-	334	2,848	(2,514)	1,078	(745)
27	Course Catalog	479	5,656	16,674	-	5,485	172
28	Network/CampusCE/Constant Contact	5,150	7,400	13,006	(5,607)	4,500	2,900
29	IT/AV Lease/Buy/Maintenance	-	-	1,840	(1,840)	-	-
30	Member Hospitality	95	367	1,647	(1,280)	662	(295)
31	Staff Training	-	-	400	(400)	-	-
32	Volunteer Recognition	-	158	1,000	(843)	-	158
33	SOU 10% of Membership Fees	347	18,882	41,187	(22,305)	19,159	(277)
34	SOUF 5% of Fundraising	1,180	2,281	4,013	(1,732)	1,089	1,193
35	Credit Card Fees	36	2,466	4,556	(2,090)	2,561	(95)
36	Total Office Ops/Business Services	7,340	38,115	89,820	(40,688)	35,764	2,351
37	Communications & Outreach	509	6,835	12,951	(6,116)	7,370	(534)
38	Council	-	405	6,000	(5,595)	2,273	(1,868)
39	Curriculum	-	-	550	(550)	-	-
40	Development	-	-	13,000	(13,000)	-	-
41	Events	1,086	1,086	10,245	-	-	1,086
42	Movie Night Expense	-	-	1,000	-	-	-
43	OLLI ABROAD Expense	3,073	3,523	14,500	(10,977)	-	3,523
44	Leadership Development & Recruitment	-	-	100	(100)	-	-
45	Member Services	-	-	500	(500)	2,266	(2,266)
46	Venue & Technology Planning	-	-	-	-	-	-
47	Total Member Programs & Outreach	4,668	11,848	58,846	(36,839)	11,908	(60)
48	Total Operating Expenses	35,301	151,404	516,984	(344,404)	152,075	(672)
49	Net Operating Income/(Expense)	\$ (9,972)	\$ 80,908	\$ (60,124)	\$ 120,420	\$ 62,360	\$ 18,548
50	Beginning Operating Fund Balance	363,166	272,287	253,648	-	160,192	112,095
51	Ending Operating Fund Balance	\$ 353,195	\$ 353,195	\$ 193,524	-	\$ 222,552	\$ 130,642
52	**Operating Funds designated ReNEWall**	\$ 364	\$ 364	\$ -	-	\$ 1,889	-
53	Operating Funds as a % of FY Expenses	-	-	37%	-	146%	-

OLLI AT SOU 3 YEAR MEMBERSHIP



01/08/24 Membership = 1,493
 50% of members have joined in the last 5 years
 75% of members have joined in the last 10 years

OLLI at SOU Membership

											01/08/24		
		2018-19		2019-20		2020-21		2021-22		2022-23		2023-24	
			% Total		% Total		% Total		% Total		% Total		% Total
Renewing		1,449	68%	1,528	72%	1,021	75%	909	64%	1,012	60%	1,116	75%
Returning		195	9%	187	9%	106	8%	279	20%	291	17%	149	10%
New		477	22%	399	19%	235	17%	237	17%	385	23%	228	15%
		2,121	100%	2,114	100%	1,362	100%	1,425	100%	1,688	100%	1,493	100%
Total Attrition			27%		28%		52%		33%		29%		34%
New Member Attrition			46%		47%		67%		53%		47%		56%
			% Total		% Total		% Total		% Total		% Total		% Total
South		1,532	72%	1,465	69%	899	66%	969	68%	1,179	70%	1,027	69%
North		565	27%	617	29%	365	27%	358	25%	408	24%	384	26%
OOA		24	1%	32	2%	98	7%	98	7%	101	6%	82	5%
		2,121	100%	2,114	100%	1,362	100%	1,425	100%	1,688	100%	1,493	100%

Projected Total TY 1,703
Budget This Year 1,791
Potential Membership Growth/(Shortfall) (88)

Registration By Term		2018-19		2019-20		2020-21		2021-22		2022-23		2023-24	
			% Total		% Total		% Total		% Total		% Total		% Total
Fall		1,739	82%	1,836	87%	1,072	79%	1,150	81%	1,317	78%	1,346	90%
Winter		202	10%	187	9%	156	11%	158	11%	198	12%	147	10%
Spring		180	8%	91	4%	134	10%	117	8%	173	10%		0%
# Registered per Term		2,121	100%	2,114	100%	1,362	100%	1,425	100%	1,688	100%	1,493	100%

OLLI at SOU Membership

01/08/24

South Region = Ashland & Talent

North Region = Phoenix to Grants Pass

OOA = Out of Area

Members By Location	2018-19		2019-20		2020-21		2021-22		2022-23		2023-24	
		% Total		% Total		% Total		% Total		% Total		% Total
Renewing												
South	1,084	51%	1,127	53%	733	54%	622	44%	704	42%	785	53%
North	353	17%	389	18%	274	20%	230	16%	237	14%	273	18%
OOA	12	1%	12	1%	14	1%	57	4%	71	4%	58	4%
Returning												
South	146	7%	125	6%	72	5%	198	14%	210	12%	108	7%
North	48	2%	55	3%	29	2%	70	5%	73	4%	34	2%
OOA	1	0%	7	0%	5	0%	11	1%	8	0%	7	0%
New												
South	302	14%	213	10%	94	7%	149	10%	265	16%	134	9%
North	164	8%	173	8%	62	5%	58	4%	98	6%	77	5%
OOA	11	1%	13	1%	79	6%	30	2%	22	1%	17	1%
	2,121	100%	2,114	100%	1,362	100%	1,425	100%	1,688	100%	1,493	100%

OLLI at SOU Membership by Term

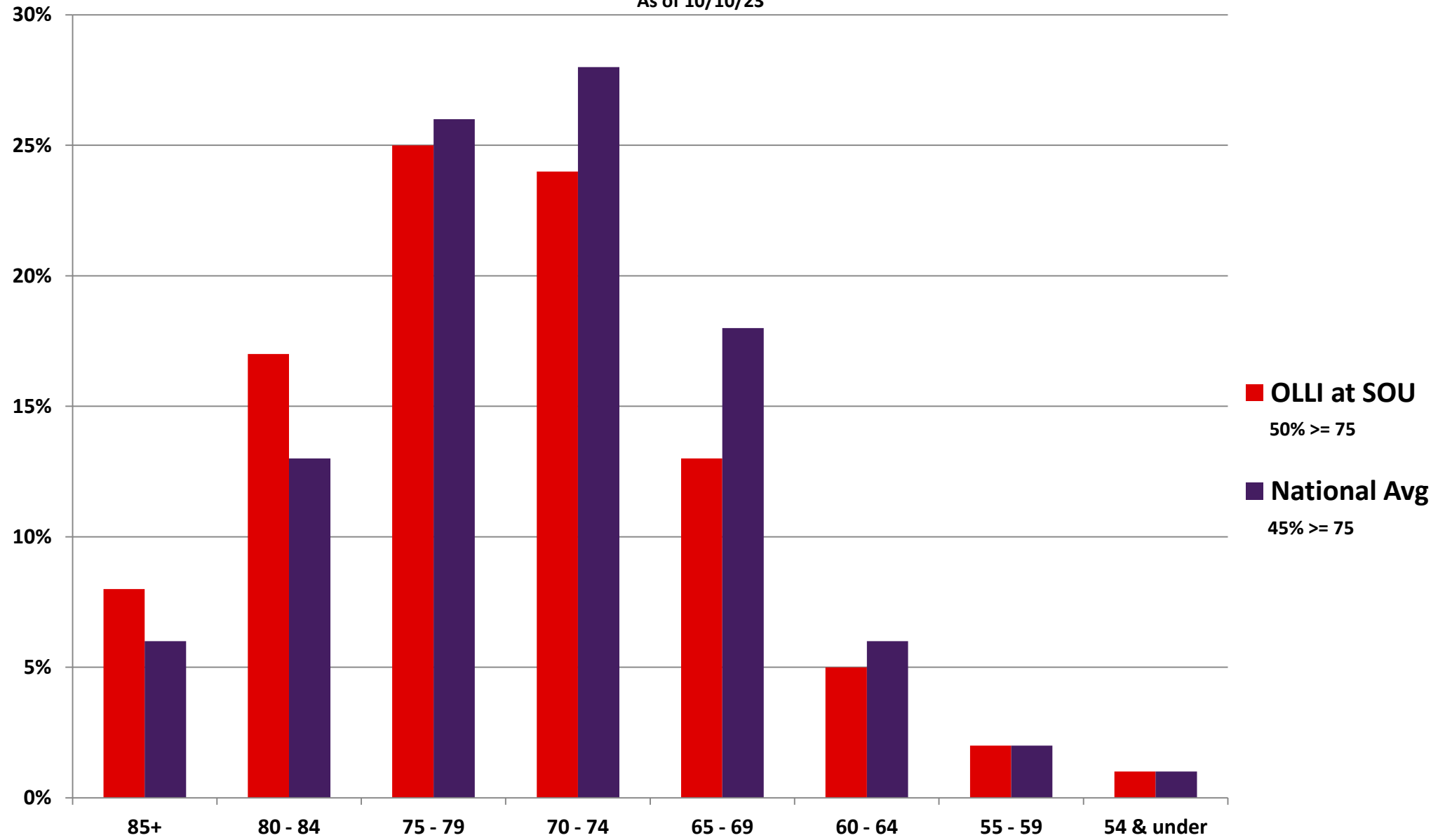
	Fall				Winter 2023				Spring				TOTAL			
	2022		2023		2023		2024		2023		2024		2022-23		2023-24	
		% Total		% Total		% Total		% Total		% Total		% Total		% Total		% Total
Renewing	913	69%	1,068	79%	66	33%	48	33%	33	19%	-		1,012	60%	1,116	75%
Returning	179	14%	112	8%	51	26%	37	25%	61	35%	-		291	17%	149	10%
New	225	17%	166	12%	81	41%	62	42%	79	46%	-		385	23%	228	15%
	1,317	100%	1,346	100%	198	100%	147	100%	173	100%	-		1,688	100%	1,493	100%
South	925	70%	937	70%	136	69%	90	61%	118	68%	-		1,179	70%	1,027	69%
North	317	24%	342	25%	51	26%	42	29%	40	23%	-		408	24%	384	26%
OOA	75	6%	67	5%	11	6%	15	10%	15	9%	-		101	6%	82	5%
	1,317	100%	1,346	100%	198	100%	147	100%	173	100%	-		1,688	100%	1,493	100%

Renewing																	
South	635	48%	753	56%	51	26%	32	22%	18	10%			704	42%	785	53%	
North	217	16%	261	19%	12	6%	12	8%	8	5%			237	14%	273	18%	
OOA	61	5%	54	4%	3	2%	4	3%	7	4%			71	4%	58	4%	
Returning																	
South	129	10%	83	6%	34	17%	25	17%	47	27%			210	12%	108	7%	
North	47	4%	23	2%	15	8%	11	7%	11	6%			73	4%	34	2%	
OOA	3	0%	6	0%	2	1%	1	1%	3	2%			8	0%	7	0%	
New																	
South	161	12%	101	8%	51	26%	33	22%	53	31%			265	16%	134	9%	
North	53	4%	58	4%	24	12%	19	13%	21	12%			98	6%	77	5%	
OOA	11	1%	7	1%	6	3%	10	7%	5	3%			22	1%	17	1%	
	1,317	100%	1,346	100%	198	100%	147	100%	173	100%	-		1,688	100%	1,493	100%	

OLLI at SOU New Member Retention

	New Members 2019-20			Renewed in 2020-21			New Members 2020-21			Renewed in 2021-22			New Members 2021-22			Renewed in 2022-23			New Members 2022-23			Renewed in 2023-24			New Members 2023-24		
Fall	257	110	43%	109	48	44%	112	46	41%	225	113	50%	166														
Winter	95	8	8%	61	27	44%	67	29	43%	81	28	35%	62														
Spring	47	10	21%	65	30	46%	58	25	43%	79	29	37%															
	399	128	32%	235	105	45%	237	100	42%	385	170	44%															
Overall Member Retention			48%			67%			71%			66%															
Member Fee	\$ 125			\$ 125			\$ 150			\$ 150																	
Spring Special	\$ 75			\$ 75			\$ 100			\$ 75																	

OLLI at SOU Membership Age As of 10/10/23



OLLI at SOU Membership
10/10/23

	Male	Female	n/a	Total	OLLI at SOU	Nat'l Avg
85+	42	62	-	104	8%	6%
80 - 84	78	144	5	227	17%	13%
75 - 79	103	221	10	334	25%	26%
70 - 74	86	228	8	322	24%	28%
65 - 69	50	121	1	172	13%	18%
60 - 64	16	50	1	67	5%	6%
55 - 59	5	19	-	24	2%	2%
54 & under	2	10	1	13	1%	1%
Not available			59	59	4%	
	382	855	85	1,322	100%	100%
	29%	65%	6%	100%		

**Ad Hoc Committee to Reimagine the
Mission and Programming of the Member Services Committee
REPORT & RECOMMENDATIONS**

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Member Connections Committee – Suggested Processes	4

Ad Hoc Committee to Reimagine the Mission and Programming of the Member Services Committee Committee Process

How we arrived here

The OLLI Council formed the ad hoc committee at the request of the previous MSC chairperson and the administrative director to reimagine the Membership Services Committee in the hope of improving its offerings and processes. The committee members are Mary Devlin, Susan Edgerley, Phyllis Fernlund, Heather Inghram, Mary Beth Limpert, Robbi McMinimy and Susan Stitham.

How we formed a solution

1. *We sharpened the mission.*

Instead of being responsible for different kinds of offerings, some specifically that were directed at member education and enjoyment and others that were administrative, we focused only on the former, leaving the latter to the office staff or other committees. In this, we envisioned the committee as a smaller counterpart to the curriculum committee; offerings that didn't fit as courses could find a home with the MCC.

2. *We redefined what the committee does and does not do.*

We recommend the committee take responsibility for:

- Facilitated discussions
- Field trips
- Interviews
- Lectures with Q&A
- Shared interest groups
- Social gatherings

We recommend the committee relinquish administrative responsibilities for:

- Annual membership survey
- In memoriam remembrances
- Front office help
- Membership recruiting (except in the largest sense, by offering valuable experiences)
- Classroom hosts

Some of these responsibilities already have been taken over by office staff. Others can be assumed by new committees.

The ad hoc committee recommends the Council form a Membership Committee, with responsibilities for recruiting and orienting new members, surveying the membership annually and producing in memoriam remembrances. New initiatives, such as automatic membership renewal as a way to increase membership and generate revenue, could also be considered by a Membership Committee.

Similarly, the committee recommends the MSC Events Team/Committee work directly with the OLLI program staff. Small social gatherings could continue to be the purview of the MCC, but membership-wide events would be the purview of the program staff.

3. Correspondingly, we recommend changing the name of the MSC

The more general name, Member Services, reflected the more general purposes of the committee; the new name, Member Connections, is more appealing and more precisely describes the committee's responsibilities.

What the new committee will need from the Council

The new committee will need the Council's help to ensure success, and should work with the Council to assess questions of quantity, quality and diversity in the committee's offerings after the first year.

OSHER LIFELONG LEARNING INSTITUTE AT SOUTHERN OREGON UNIVERSITY

DRAFT CHARGE MEMBER CONNECTIONS COMMITTEE

Purpose

To provide all OLLI members with engaging opportunities other than courses to connect through educational and social experiences.

Responsibilities

To offer members programs with variety of formats and content, including:

- facilitated discussions
- field trips
- interviews
- lectures with Q&A
- shared interest groups
- social gatherings

To manage, in collaboration with the office staff, a simple process for program proposal, approval, promotion, and registration.

To maintain program quality and member satisfaction.

Structure

A chairperson and liaisons to work with program proposers.

Meeting Schedule

Monthly, excluding July

Member Connections Committee Suggested Processes

Our charge says the committee will employ a simple process of proposing and approving offerings. Here is what we suggest:

- A proposal window and deadline will be established. Exceptions will be allowed to ensure the MCC stays nimble.
- Proposals will be received by the committee chairperson.
- The chairperson will delegate proposals to area liaisons.
- Liaisons will confer with those who submit the proposals to allow for refinements.
- Liaisons will return refined proposals to the committee chairperson.
- The committee of the whole will vet the proposals for approval or request further refinement.
- The chairperson will submit approved proposals to the OLLI office for publication (of some) in the Newsflash or catalogue, and for registration.

Our charge says the committee will ensure the quality of offerings and member satisfaction. Here are the considerations we suggest:

- Determining the what the offering is and what it will include
- Determining the content expertise of the presenter or facilitator
- Determining the tech expertise of the presenter or facilitator in the case of Zoom or hybrid programs
- Assessing the capacity of the staff, space, volunteer availability and scheduling
- Determining the number of participants (not a hard and fast number for a single session; rather, a ratio of participants to resources over the course of a term)
- Ensuring a variety of program content, times of day, days of the week and geographic and generational reach
- Achieving a balance of fee vs. free programs
- Receiving and evaluating feedback

Our charge does not list metrics to judge success; however, we suggest the following factors guide the committee over time on whether it is fulfilling its mission:

- Number of online offerings
- Number of participants, not in each program but over a term
- Number of new members participating
- Number of volunteers recruited, and for which activities
- Outreach to younger members, newly retired members and other demographic groups
- Collaboration with office staff, other committees, and the council