

**Learning Unlimited Etobicoke for Seniors**

**Board of Directors Meeting**

**Minutes**

**October 31, 2023**

**Present:** Deb Forsyth–Petrov, Rich Bailey, Maureen Clancy, Betty Horton, Judy McCormick, Roger Tessier, Rosemary Tessier, John Willson.

**Absent:** Jennifer DeNomme

**1. Call to Order**

With the unanimous consent of the Board, Deb Forsyth-Petrov acted as Chair of the meeting, called the meeting to order at 3:03 p.m. and requested the Recording Secretary, Rosemary Tessier, to act as Secretary and take the minutes.

**2. Approval of Agenda**

**Motion:** Approve the Agenda for Oct. 31<sup>st</sup> Meeting

Betty moved and Rich seconded this approval. Board agreed unanimously.

Motion carried.

**3. Approval of Minutes**

**Motion:** Approve the Minutes of September 26, 2023 Board meeting.

Betty moved and Judy seconded this approval. Board agreed unanimously.

Motion carried.

**4. Business Arising from Prior Minutes**

The four items in the Agenda will be covered in the Technology Report.

**5. Committee Reports**

a) The Curriculum Committee Report was tabled by Judy:

The first 2 weeks of the Fall series have been successfully completed. Judy thanked the Tech Team for their assistance. The appeal to attendees for

more volunteers will be made at the start of the ZOOM lectures Q and A, rather than the start of the lecture. More attendees are usually present at this point, compared to the start of the lecture.

b) Review of LUES monthly CIBC/BMO Chequing Account Statement(s): Rich Bailey reported that these statements were OK.

c) The Nominating Committee Report was presented orally by John:

The plan is to describe volunteer positions during the Fall series, becoming more specific about the duties each week. During the Winter lecture series, an enhanced aggressive volunteer recruitment drive will be done.

A printed paper flyer requesting volunteers will be placed on the chairs at the next in-person Wednesday lecture (November 8). This flyer should also be posted on the Fairfield bulletin board.

Betty suggested that we do a 2<sup>nd</sup> paper flyer recruitment hand-out toward the end of the Fall in-person series. Wed. November 29 (second last lecture) may be a good date for the 2<sup>nd</sup> flyer because a paper survey will be handed out in the last lecture, Wed. December 6.

Deb reminded everyone that the Board's existing Annual Work Plan 2023-2024 indicates that the Winter 2024 lecture series information is scheduled to go up on-line on Nov. 10. Registration for the Winter series should open Nov. 24.

Deb asked to see what will be said in the weekly request for volunteers, as general registration email letters must also go (to those folks who have not registered for the Fall series). Judy will send Deb an outline of these for weeks 3 to 8 so that a degree of communication alignment can be done.

Roger noted there is a page for volunteer recruitment on the Website, but it needs updating. Possibly this information should be in the space now occupied by "News".

Roger will also set up a new email address on our website, specifically for recruitment inquiries/replies: [recruiting@learningunlimitedetobicoke.com](mailto:recruiting@learningunlimitedetobicoke.com). The Inbox for this email will be accessed and answered by our Nominating Committee members.

Deb requested that the existing “News” banner/section of the website be renamed ‘Help Wanted’. The Board Minutes and Resolutions currently found under the News Section need to be moved to the ‘About Us’ pull-down menu.

Deb and the Communications Committee will help with re-writing the Help Wanted Section and will forward the missing job descriptions for volunteer vacancies for posting there. Since we are doing a recruitment drive for volunteers, the existing vacancies need to be posted for visibility/credibility and be available for members to see when they come to the website for Winter lecture series registration.

d) The Treasurer’s 3rd Quarter Financial Report - Betty:

Betty reported that the dual signature cheques have been received. LUES finances are now completely based at BMO. The investments have been re-invested there. We have an adequate balance in our account to cover expenses until mid-January. We will receive more money in December from Winter 2024 lecture series registrations.

Betty noted that the budget for 2024 must be produced soon. It will be important to know how many in-person series will be held in 2024. Deb indicated that it would be reasonable to plan for at least one in-person fall lecture series.

Next year’s ZOOM costs are still unknown and will most likely be higher. It is very likely that we will have at least 1 in-person series in Fall 2024. If we moved half of our lecture series to in-person, we might be financially challenged because ZOOM webinar overhead costs together with Fairfield rental fees will together increase our overhead costs and in-person Fairfield lecture series produce less revenue from fees (limit on registrations).

e) The Registration Report - Roger

The registration process went well. Roger has posted the registration numbers on the internal site.

f) The Technology Report - Roger

The most important issue is ZOOM host “burnout”. The job is very demanding and the existing 3 hosts are presently only willing to commit to the end of the Winter 2024 session. There are a couple of possible new volunteers, but this may not be enough.

Without commitment from ZOOM hosts to cover at least two ZOOM Webinar lecture series in Fall 2024, it may not be possible to offer our usual seasonal choice of 3 lecture series. Without commitment from existing and/or new ZOOM hosts, we may be required to reduce our number of lecture series offerings in either fall 2024/winter 2025 and cancel the related lecturers, with ensuing financial complications.

Ideas to explore:

- Do more in-person lecture series
- Recruit computer students from a community college
- Conduct aggressive recruitment drive for volunteers
- Collaborate with similar organizations
- Offer shorter or fewer lecture series

Deb advised that some small TAN organizations hire a professional ZOOM host, which would greatly increase our costs. Also, every year more TAN organizations shut down because of lack of volunteers.

Deb asked Roger to set up ZOOM webinar interviews for speaking with potential technology recruits. Roger and Deb will coordinate.

If we add more ZOOM hosts to our current 3 individual hosts, we will have to purchase more ZOOM licences, which will increase our annual ZOOM overhead costs, unless we can lower costs by buying ZOOM licences for a half year duration only.

The Zoom/PayPal registration problems continue. It is very difficult to establish communication with a human being. Betty established communication with a human at PayPal support, who blamed ZOOM. Roger is looking into the ZOOM “Premium Support” plan to determine cost, whether it includes ‘human’ support help, and amount of support time (hours) that would be included in this plan.

Roger reported on the Board's Data Retention policy. After conferring with Aborg (firm that hosts our website), Roger recommended that we adopt the plan to use USB Flash Drives for archival storage, with the USB Flash Drives possibly kept in a safety deposit box. For current operational data, we use our website. Personal information on the website is limited to members' names and email addresses.

Roger is looking into WordPress website backup plug-ins (ease of use, cost, etc.) and will report back at the next Board meeting. Betty will check with our BMO branch about the availability and annual cost of a safety deposit box rental at this branch location for the next Board meeting.

The draft Data Retention Policy and Procedures will be brought back for review, discussion and approval at the December 5 Board meeting.

For in-person series support at Fairfield, Len Klochek has drawn up a very detailed guide to setting up the AV and technical equipment.

Roger thanked Deb for obtaining the assistance of a former LU Webmaster to work with him. The former Webmaster has agreed to help by reviewing Roger's documentation for future Webmasters.

## **6. Fairfield *Pilot* – Partial Evaluation (first 2 lectures)**

- a) Technical: Roger reported no technical and/or sound issues so far.
- b) Business: Betty, the LUES Coordinator reported a one-time issue with chair arrangement. This was fixed. Betty suggested that anyone with a walker or cane be allowed in at the door closest to the stage to reduce the number of steps. This will be implemented.
- c) Estimated attendance turnout: 100 attendees, not counting volunteers.
- d) The Q and A has gone smoothly. Paper and microphone were used equally.

## **7. Winter Registration:**

- a) Website Updates Needed
  - i. Close Fall registration Thursday, Nov. 9
  - ii. Post Winter series lecture outlines, Nov. 10
  - iii. Open Registration for Winter 2024 on Friday, Nov. 24

- b) Communications to all members and interested parties: Deb will send the draft Intro Winter Registration letter draft to the Communications Committee before issue. Plan is to issue this letter the week of Nov. 6.

## **8. New Business**

- a) Assistive Listening Devices (ASD's) and Fairfield Sound System(s): a question was raised.
  - i. Assistive Listening Devices – Many years ago, before the installation of our existing Fairfield Sound system, LUES had an assistive listening device system installed, where individual members were required to personally purchase headphones to use this enhancement feature with the old sound system.
  - ii. Current Fairfield Sound System - Subsequently, LUES made a significant investment to install a new modern sound system in the Fairfield auditorium. This new sound system was excellent; there was no longer a need for assistive listening devices and their use ceased. This same excellent sound system remains in use today and still works very well.
- b) Members Holiday Greetings Email: Board agreed to re-use the 2022 version but will add a plea for volunteers.
- c) Volunteer Job Postings for Help Wanted Section of Website: Deb will send Len's ZOOM host job description to Roger for posting. Deb will also obtain a job description for the Curriculum Committee member vacancy for posting.

## **9. Next Meeting – December 5, 2023 – 3 PM**

The meeting was adjourned at 4:18 p.m.

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Deb Forsyth-Petrov, Chair

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Rosemary Tessier, Recording Secretary