

OSHER LIFELONG LEARNING INSTITUTE  
At the University of Delaware in Dover

Council Meeting Minutes

January 3, 2019

ATTENDANCE: Rosemary Engle, Joe Bailey, Phyllis Handler, Bob Heifetz, Anna Moshier, Pat Weaver, Madelyn Wright, Diana Faison, Paula Wood, Ronnie Grady, Art McLaughlin, Caroline Baxter

CALL TO ORDER: The meeting was called to order at 9:00 a.m. by Chair Rosemary Engle.

APPROVAL OF MINUTES: The minutes of the November meeting were corrected for the Instructor Orientation to reflect the time as 2:00 to 3:30 p.m. The minutes were approved as corrected.

NEW BUSINESS:

Appointment of Open Council Position:

Rosemary Engle appointed Marge Felty to fill the Council vacancy and will be the new Special Events Committee chair. Suzie McLaughlin will stay on Council but move to another position as an active member of the Academic Affairs Committee.

Appointment of Nominating Committee Chair:

Rosemary Engle appointed Madelyn Wright as the Nominating Committee Chair and charged her with forming a committee to fill the three vacancies by confirming if the present person wishes to stay or if a new person is needed. If the person has only served one term, they may serve again and there will be no election. Bob Heifetz questioned his term, but his position on Council has no term limit as it is a legacy Council position.

Statewide Council Meeting – January 8:

Anna Mosher reported that there will be 36 in attendance. The meeting will be held in the Family Life Center at the Wyoming Church, a catered lunch will be provided and tours of the facility will be given. The Council members from the three locations, staff and George Irvine from the University of Delaware will be attending.

Open House/Walk-in Registration – January 10:

Council members and Member Relations Team will provide greeters. Diana Faison and Madelyn Wright will take registrations. Academic Affairs will arrange for presentations by instructors. The Member Relations Team will handle tours when requested. Coffee and light refreshments will be provided. The question was asked how follow-up contact with members who have not registered will be handled because Betty Ipnar had telephoned these members. Rosemary stated that she had greeters who have done this before.

### Instructor Orientation – January 22:

Phyllis Handler reported that the orientation is scheduled from 2 to 3:30 p.m. with a happy hour following. She would like to see more AV assistance and suggested small group discussions of problems that instructors have experienced. Bob Heifetz questioned if there were any new instructors. He suggested that we need to pay more attention and give them assistance. Anna Moshier suggested a mentor for new instructors. Rosemary Engle suggested walk-in observations of new instructors. It was suggested that Pat Weaver cover AED locations and basic usage procedures.

### Catalog Distribution Status:

The catalogs are in the OLLI office at Wyoming Church ready for distribution.

### Dover Timeline – Spring and Summer:

The timeline was reviewed and attention was given to the Summer catalog deadline. On May 15 an Instructor Breakfast will be held at 9:00 a.m. at the Atlantic Sands in Rehoboth. Dover instructors are invited and the consensus of the group was to try and attend.

### New Volunteers from Registration Forms:

Rosemary Engle contacted one person, John Dacey, from the information provided on the registration form.

### TEAM MEETINGS:

#### Travel:

Madelyn Wright reported the spring trip has been planned for Friday, March 22, 2019, to the Air and Space Museum at Dulles Airport. The museum is free. The trip fee will be for the bus transportation. The bus has been scheduled.

### Academic Affairs:

It was explained that the new Strategic Plan combined the Faculty Relations and Curriculum Teams to form the Academic Affairs Committee. Ronnie Grady and Phyllis Handler will continue to co-chair this committee. Ronnie Grady reported that the Curriculum team has not met since the Fall semester, but they plan to meet as soon as possible due to the short timeline for the Summer catalog. Suzie McLaughlin has been added to the Curriculum team, and Ronnie plans to recruit several other members to expand the team. The question was asked if each course needs a syllabus. Anna Moshier encouraged each department to identify a chair to help with recruitment, handle concerns, give the department a voice and aid in sustainability.

### Member Relations:

Joe Bailey reported that the Community Relations and Member Relations teams have been combined through the Strategic Plan to form the Member Relations Committee. A meeting of the new committee was held on December 29. The following areas were discussed:

Letter – a letter was sent to persons who completed contact cards at the Senior Spree at Nobles Pond. The committee feels there should be another contact prior to the new term. Larry Klepner suggested any correspondence contain a link to the online catalog.

Wyoming Church Soup Day – The committee will set up a display at the next Soup Day. In order to make sure we have enough information, we will contact Renate with a request for copies of the one-page, two-sided catalog piece.

Letter to New Members - Anna Mosier suggested a generic letter to all new members in Kent and Sussex Counties by email.

Facebook – The committee asked how to get OLLI information on Facebook. Anna said she would handle getting updates made to the Facebook page.

Identification of New Members – The committee suggested the use of different color name tags for new members so that they are easily identified so they can be welcomed and offered assistance. Anna said she has a sample of a ribbon that can be attached to the name tag we could use for this semester.

55+ Communities and Senior Centers - The committee feels that senior centers are not a good opportunity to recruit new members because they have a different focus and are competing for the same time frame. We should focus on 55+ communities for new members.

Advertising – Pat Weaver sent a message to Andy West at the DELAWARE STATE NEWS promoting the four friends idea for OLLI. Even though he received a follow up email saying it had been assigned to a writer, to date nothing has materialized. Pat suggested an email to prod Andy West to get something in before the Spring registration deadline. The committee questioned the value of the advertising in the AIRLIFTER. Anna Mosier suggested submitting something to the University of Delaware's marketing. The University will be sending out a press release on the Spring semester.

The committee feels the best advertising is still word of mouth. A member survey showed that 44% were recruited by word of mouth, 21% by a public event, the third way was internet with newspaper advertising being the fourth. Pat Weaver asked about using personal Facebook pages for promotion. Anna Moshier said anyone can post information about OLLI on Facebook. She will email regulations on how to refer to OLLI and the University.

#### Special Events:

Rosemary Engle reported that the Spring end of semester luncheon will be much like to Fall luncheon with the sneak peak, potluck luncheon and entertainment.

#### Scholarship:

It was reported that there has been one application received.

#### Finance:

Anna Moshier reviewed the financial report as of November 30, 2018. She announced there will be a new report for the next Council meeting showing trends. The expense shown in the Gift Fund reflects scholarships and instructor discount reimbursements. The Council said that it would like to see better reporting on monies from special events because they feel it is important for decision making. They suggested a breakdown by activity or event.

**STAFF REPORTS:**

Several Council members reported that they had tried to contact Paula Wood during the period OLLI was closed and were unable to reach her by phone or leave a message on her cellphone. Paula asked that if she cannot be reached that members leave a message for her by text or email.

Anna Moshier reported that she is continuing to discuss the five-year lease and improved Internet service with Wyoming Church. Diana Faison will be working with the Council to update the names listed on the committees identified in the Strategic Plan. Anna announced that new OLLI brochures are in process.

The Wilmington OLLI has a fee waiver for University of Delaware retired faculty. This allows any UD retired faculty member who teaches to get a fee waiver for two semesters. She suggested this might be something Dover OLLI might consider.

Rosemary Engle will be sending information on a fundraising suggestion for an Art Auction. This has already been done at the Wilmington OLLI.

Information was emailed to Council members about "Bring a Friend Week". This event would provide incentive for a member to bring a friend on the third week. For each first-time visitor, the member's name is entered into a drawing for one of two \$25 WAWA gift cards. Wilmington OLLI is currently doing this on the third week of classes and gives coupons for the UD ice cream truck.

Anna is working on a survey. She will send to Council members for their review.

**NEXT MEETING: February 4, 2019, 9:00 a.m.**

**ADJOURNMENT:** The meeting was adjourned at 10:45 a.m.

Respectfully submitted: Caroline M. Baxter

**OSHER Dover -- FY19  
Financial Statement as of November 30,  
2018**

<b>Program Revenue/Expenses</b>	YTD ACTUAL	
<b>Revenue</b>		
Membership Fees	\$37,020	162 members
Summer Session Fees	<u>\$0</u>	
Total Revenue	\$37,020	
<b>Expenses</b>		
Salaries & Benefits	\$32,936	Paula, Wayne, 1/2 Diana, 1/4 Renee, 1/4 Anna
Supplies & Expenses	<u>\$1,091</u>	
Total Expenses	\$34,026	

<b>Program Net</b>	<b>\$2,994</b>
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<b>Activity Fund Budget</b>	
Social Activities Income	\$2,755
Social Activities Expense	\$1,888
<b>Activities Net</b>	<b>\$867</b>

<b>Gift Fund</b>	
Opening Balance	\$4,111.68
Income	\$300.00
Expense	\$87.50
<b>Ending Balance</b>	<b>\$4,324.18</b>

<b>University Paid (Kent/Sussex Outreach Fund)</b>	
Rent	\$20,478
Janitorial Services	\$1,380
A/V Equipment	\$8,416
Furniture Move	\$2,620
Comcast	\$276
Verizon	\$41
<b>Total Expenses paid by UD</b>	<b>\$33,210</b>