

LONE STAR MENSA**Standing Rule**

Action Still In Effect (ASIE) 2011-4

Member Concerns Action Plans

2011 March 1

Last Amendment, ASIE 2011-06, March 1

These Action Plans are responses to a set of member concerns about the functioning of LSM. They were originally collected by Rose Berkowitz, a veteran Mensa member but a new member LSM, in response to an opinion editorial she wrote in 2010 in the November edition of the Armadillo Literary Gazette. Rose organized the concerns together with members' suggestions and her recommendations on how to resolve the concerns into a set of topics. She developed a set of tables for the topics and reported her results at the 2011 annual membership business meeting. Members attending the meeting provided additional concerns and suggestions, recommended the members be allowed to provide additional concerns, and recommended the final compilation be presented to the LSM Board of Officers for resolution.

Rose presented the report to the board at its February meeting. The board referred the report to a Committee of the Whole with additional members to develop one or more action plans for each concerns based on member suggestions and Rose's recommendations. The committee reported their recommended action plans to the board at the March meeting, The board adopted these recommendations without debate.

MEMBER PARTICIPATION - GENERAL			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1, 2	A1	Review Mensa Survey and develop an LSM survey to enquire about participation and what members expect from LSM.	Volunteer
3	A2	Encourage officers to “close the loop” by answering email even if late.	All Officers
3	A3	Provide a functional contact list in the <i>ALG</i> and on the Website that LSM members can use to identify the proper officer to contact and who to contact if there is no response.	Officer Coord Editor
4	A4	Provide members an independent assessment of cliques as applicable to LSM as an editorial in the Gazette.	Editor
5	A5	Provide flexible online lists of tasks that need to be done so that members may volunteer to do things they like consistent with their schedules.	Officer Coordinator
6	A6	Provide a glossary of Mensa terms geared for the Website geared to new members who know little about Mensa and LSM.	Crocket Grabbe
6	A7	Provide welcome emails and follow on packets for new members with a functional contact list, term glossary, web access information, vacant positions, and other important information.	New Member Coord Membership Chairman
6	A8	Provide a comprehensive list of events on the Website.	Calendar Editor Managing Editor
7	A9	Set up welcome events where new members may meet each other and the officers of LSM.	New Member Coord
[See also the Member Recognition section for related action plans.]			

YOUNGER MEMBER PARTICIPATION			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1	B1	Identify members 35 and under, and survey them on what would interest them in participating and volunteering.	Volunteer
2	B2	Board members join Face Book to improve communications with younger members.	Board Members

MEMBER RECOGNITION			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1	C1	Set up email and follow on welcome packets, phone calls for new members, welcome parties, etc. to welcome new members	New Member Coord
1	C2	Review Mensa Survey, Develop New Member Survey, administer survey	New Member Coord Membership Chairman
2	C3	Include Mensa membership anniversaries in the Gazette	Circulation Coordinator Editor
3	C4	Provide a list of award options and processes available to Officers and encourage them to appropriately recognize the work of individual LSM volunteers considering LSM goals of ensuring that awards motivate volunteers, that awards are consistent with what motivates individual members, and that awards are equitable across LSM. [See also the Member Participation section for related action plans.]	Awards Coordinator Membership Chairman

LONE STAR BOARD			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1	D1	Write an <i>ALG</i> (newsletter) oped (opinion editorial) on cliques.	Editor
2	D2	Replace officer title list in the ALG with a function-contact list and masthead (publishing information and required-important titles).	Editor Circulation Coordinator
2	D3	Reorganize Lone Star Mensa by baskets of functions, let individuals determine duties and coordinator titles.	Officer coordinator LocSec Board
3	D4	Use the informal procedures in Robert's Rules of Order for formal-informal balance.	Meeting leaders
4	D5	List in the ALG experienced members who have worked with the National Office (NO) and the American Mensa Committee (AMC) as contacts to help members navigate the AMC- NO bureaucracy	Editor
5	D6	Track these action plans and specific resolution steps, report status, and seek member	LocSec

MONTHLY MEETINGS AND EVENTS			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1, 2	E1	Review and/or revise rules to allow member speakers.	LocSec, Board Editor
1, 2, 3	E2	Spread the word that members may speak at meetings and organize and/or host informal events.	LocSec, Editor Program Coordinator
1, 2, 3	E3	Beginning with the March meeting, use brainstorming sessions, feedback forms, direct feedback, and/or surveys at monthly meetings and events to try to determine members' desires for future events.	LocSec Program Coordinator Membership Chairman Symposia Chairman
2, 3, 4	E4	Emphasize in the ALG and at meetings that volunteers are needed for good programs.	Program Coordinator Symposia Chairman LocSec
4	E5	Offer help to members who are reluctant to schedule events with meeting support.	Program Coordinator Symposia Chairman LocSec
5	E6	Map areas outside Austin to find groups of members and find and encourage existing and new Area Coordinators to hold events in venues near those groups.	Symposia Chairman LocSec, Editor
6	E7	Support Area meetings with more senior officer attendance	Senior Officers

LONE STAR MENSA WEBSITE			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1	F1	Advertise in the ALG and Facebook for a Webmaster, designer, and other Website participants as needed.	Communications Chair Officer Coordinator LocSec
2	F2	Redesign the Website; explore rehosting	Special Committee*
3	F3	Identify content providers needed by function and/or position to keep the Website content current.	Special Committee*
4	F4	Advertise to fill vacant positions that are needed to provide content for the Website	Standing committee chairmen
* The Committee includes: the Co-Chairs, the Webmaster, a designer, content providers, and interested members			

LONE STAR MENSA REGIONAL GATHERING			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1	G1	Support RG planning by providing input to the RG Chair(s) and committee by providing ideas and responding to survey requests, and support the RG by helping as RG volunteers as needed.	Board members Officers LSM members
2	G2	Share good and bad RG experiences with the RG Chair(s) and committee members so that lessons do not have to be learned anew.	Board members Officers LSM members
2	G3	Encourage the RG Chair(s) to recruit RG committee members with new ideas that might allow more unusual and exciting programs than in the past.	Board
3	G4	Encourage the RG Chair(s) to keep track of attendance at other Texas RGs.	Board
3	G5	Help the RG Chair(s) as needed by providing advertising and editorial support through media coverage, editors exchanges and ALG editorials and articles to seek new volunteers, increase attendance, and get new ideas for the RG.	Editor Coordinator Webmaster Media

NEWSLETTER--GENERAL			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1	H1	Ask members what they would like to see in the newsletter through the ALG and informal events such as TGIT and parties. Survey members if additional information is needed.	Managing Editor Editor
2	H2	Redesign newsletter to include new items such as, editor column, letters to the editor, editorial opinions, notices, table of contents and function contacts, in addition to calendar, required boiler plate, masthead, permit information, publishing information, and other current information.	Managing Editor Editor Officers Other members
2, 3	H3	Establish positive article control with response to contributors, schedules for recurring articles, and themes. Emphasize the importance of generic addresses.	Managing Editor Editor
3	H4	Follow the guidelines in the Editors Handbook in deciding what articles to reject; notify the submitter of the reasons for rejection.	Editor Managing Editor

NEWSLETTER-- MAILED AND ELECTRONIC			
Member Concern	Plan No.	Action Plan	Action Officer/ Committee
1	J1	Conduct ALG surveys to evaluate our success in improving the newsletter and implementing changes.	Managing Editor Editor
2	J2	Include in the newsletter at least the minimum required items specified in the LSM Bylaws and Standing Rules. Use references to online sources and expanded electronic editions only when necessary to meet budgetary limitations.	Editor Managing Editor
3	J3	Consider functions and tradeoffs in positions, officers, and coordinators when developing new LSM newsletter and Website designs.	Communications Comm LocSec Board
5	J4	Consider postal information placement in newsletter redesign.	Editor

Standing Rule ASIE 2011-6, amended Section F, Lone Star Mensa Website, to replace the Communications Committee Action Officers with a Special Committee including the Webmaster, a designer, content providers, and interested members.