

LONE STAR MENSA—MEMBER CONCERNS, SUGGESTIONS, ACTION PLANS

MEMBER PARTICIPATION - GENERAL			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<ol style="list-style-type: none"> 1. Other local chapters seem to get more participation. Why not us? 2. No efforts seem to be made to find out what our members want from their membership. 3. Member emails to officers sometimes ignored. 4. Members feel they're not part of the "clique." 5. People may be so busy, that they just want someone else to take the initiative. 6. People assume that others know what they know. 	<ol style="list-style-type: none"> 1. We have members who have served in several offices and volunteered for many events. 2. We need a comprehensive list of events. 	<ol style="list-style-type: none"> 1. Survey all members as to why they joined Mensa and what they expect, their life experiences and willingness to share, what they'd like to see/hear/do at meetings. 2. Based on this feedback, recruit more volunteers 	<ol style="list-style-type: none"> 1. 2. Review Mensa Survey and develop an LSM survey to enquire about participation and what members expect from LSM. / Volunteer 3. Encourage officers to "close the loop" by answering email even if late. / Officers 3. 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 Coordinator, Editor, Webmaster 4. Provide members an independent assessment of cliques as applicable to LSM as an editorial in the Gazette. / Editor 5. 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. Provide a glossary of Mensa terms geared for the Website geared to new members who know little about Mensa and LSM. / Crockett Grabbe 6. 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 Coordinator, Membership Chairman 6. Provide a comprehensive list of events on the Website. / Calendar Editor, Managing Editor

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7. The effort of making new friends in the chapter seems too difficult.			<p>7. Set up welcome events where new members may meet each other and the officers of LSM. / New Member Coordinator</p> <p>[See also the Member Recognition section for related actions.]</p>
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YOUNGER MEMBER PARTICIPATION			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<p>1. Younger members seem to be satisfied interacting via social networks, such as LinkedIn, Facebook, Twitter, Yahoo, texting, and the like.</p> <p>2. Younger members perceive LSM as stodgy.</p>	<p>1. Need more ways to appeal to younger members.</p>	<p>1. Sort membership directory to identify members 35 and under, and survey them on what would interest them in participating and volunteering.</p>	<p>1. Identify members 35 and under, and survey them on what would interest them in participating and volunteering. / Volunteer</p> <p>2. Board members join Face Book to improve communications with younger members. / Board members</p>

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MEMBER RECOGNITION			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<ol style="list-style-type: none"> 1. There doesn't seem to be any personal process or effort made to welcome new members. 2. Significant member anniversaries don't seem to be acknowledged. 3. [Volunteers are not recognized for their work.] 	<ol style="list-style-type: none"> 1. Develop more personal process to make new members feel welcome and get them to attend an event. 	<ol style="list-style-type: none"> 1. New members should receive a welcoming phone call and/or email, with a personal invitation to the next monthly meeting. At each monthly meeting, new members should be asked to stand and introduce themselves, and be presented with some little token. 1. New members could complete a short survey, with questions such as willingness to volunteer, past leadership experience/positions, and what type and location of events would interest them. 2. Significant membership anniversaries should be acknowledged in the newsletter. 3. Develop a volunteer recognition program 	<ol style="list-style-type: none"> 1. Set up email and follow on welcome packets, phone calls for new members, welcome parties, etc. to welcome new members / New Member Coordinator 1. Review Mensa Survey, Develop New Member Survey, administer survey / New Member Coordinator, Membership Chair. 2. Include Mensa membership anniversaries in the Gazette / Circulation Coordinator, Editor 3. 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. / Awards Coordinator, Membership Chairman <p>[See also the Member Participation section for related actions.]</p>

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LONE STAR BOARD			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<ol style="list-style-type: none"> 1. Too unwieldy, too “cliquey” 2. Too many officer positions, with too much responsibility, not enough fun in the job 3. Meetings—too formal or too informal, hard to strike a balance. 4. Bureaucratic policies from the AMC are seen as off-putting. 5. [Do something about the concerns] 	<ol style="list-style-type: none"> 2. Focus less on titles and org charts. Visualize LSM with 2/3 of the official job titles eliminated. 2. Recognize and encourage members willing to help with maximum leverage and variety. By making things more fun, finding ways to let people do what best fits their personality, we’ll have more people to share the load of things that aren’t so much fun. 	<ol style="list-style-type: none"> 1. Explain to members that they should understand that members who’ve known each other for years are going to have ties that newcomers won’t share. In newsletter? 2. Reorganize chapter to consolidate officer structure, allow more flexibility in job responsibilities. 5. Determine who can take on each newly identified action item. 	<ol style="list-style-type: none"> 1. Write an <i>ALG</i> (newsletter) oped (opinion editorial) on cliques. / Editor 2. Replace officer title list in the <i>ALG</i> with a function-contact list and masthead (publishing information and required-important titles). / Editor, Circulation Coordinator. 2. Reorganize Lone Star Mensa by baskets of functions; let individuals determine duties and coordinator titles. / Officer Coordinator, LocSec, Board 3. Use the informal procedures in <i>Robert’s Rules of Order</i> for formal-informal balance. / meeting leaders 4. List in the <i>ALG</i> 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. Track these action plans and specific resolution steps, report status, and seek member response. / LocSec

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MONTHLY MEETINGS AND EVENTS			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<p>1. Too much focus on formality, not enough on fun</p> <p>2. Want more, and more varied events on calendar, as in more active chapters</p> <p>3. Not enough help leads to not enough events</p> <p>4. People are reluctant to schedule an event, for fear of failure or because they're already so busy.</p> <p>5. The LSM area is so big that some people would have to travel too far to get to events.</p>	<p>1. 2. Changing the rules so that members can be "guest" speakers would be a good move.</p> <p>2. 3, 4. Members might step up if the needs were announced at meetings</p> <p>4. More members with children might volunteer if they had babysitters..</p> <p>5. We need more events scheduled closer to where our members live</p>	<p>1. 2. Let members know that they can be speakers at the monthly meeting.</p> <p>1. 2. Possible events: A song pull, dining groups at good, reasonably priced restaurants or taverns, a story-telling night or punning contest, a movie night, new happy hour venues</p> <p>1. 2. Provide more variety and boldness in our monthly meeting speakers, such as a sex therapist, a singer/songwriter performance, a travel talk, etc.</p> <p>4. Announce needs at end of monthly meetings, ask for volunteers.</p>	<p>1. 2. Review and/or revise rules to allow member speakers. / LocSec, Board, Editor</p> <p>1. 2, 3. Spread the word that members may speak at meetings and organize and/or host informal events. / LocSec, Editor, Program Coordinator</p> <p>1. 2, 3. 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, and Membership and Symposia Chairmen</p> <p>2. 3. 4. Emphasize in the <i>ALG</i> and at meetings that volunteers are needed for good programs. / Program Coordinator, Symposia Chairman, LocSec</p> <p>4. Offer help to members who are reluctant to schedule events with meeting support. / Program Coordinator, Symposia Chairman, LocSec</p> <p>5. 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</p> <p>5. Support Area meetings with more senior officer attendance. / Senior Officers</p>

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LONE STAR MENSA WEBSITE			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<ol style="list-style-type: none"> 1. Difficult to understand terminology used 2. Difficult to find what you're looking for 3. Design unappealing 4. Not kept updated with latest information. An electronic newsletter would require that the website be kept up to date and dynamic, instead of rather static as it is now 	<ol style="list-style-type: none"> 1. 2. 3. Needs to be re-designed, made more attractive, and kept updated. Any organization that does not maintain an interesting website these days is history, and dusty history at that! 3. Possibly re-host the website to provide better tools. But wait until the National Office completes their server software upgrades and lets us know what services will be available to local groups in the future. 4. The content coordinators have not always been able to keep their information current 	<ol style="list-style-type: none"> 1. 2. 3. 4. Appoint content coordinators who can keep the information current and also help with minor changes in design and terminology to make it easier to find things. 2. Advertise for a Webmaster for the Website and to help the content coordinators ensure consistent style and methodology. 3. Advertise for a designer familiar with good design to address the larger design aspect.. 4. Identify content coordinators if not by name at least by position. (Example: The calendar content coordinator would normally be the Calendar Coordinator.) 	<ol style="list-style-type: none"> 1. 2, 3. Advertise in the ALG and Facebook for a Webmaster, designer, and other Website participants as needed. / Communications Chairman, Officer Coordinator, LocSec 1. 2. 3. Redesign the Website; explore rehosting. / Communications Committee or a separate working group, Webmaster, designer, content providers, interested members 4. Identify content providers needed by function and/or position to keep the Website content current. / Communications Committee, content providers, Officer Coordinator, interested members 4. Advertise to fill vacant positions that are needed to provide content for the Website. / Standing Committee Chairmen, Officer Coordinator

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LONE STAR MENSA REGIONAL GATHERING			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<ol style="list-style-type: none"> 1. Some members said they really enjoyed the RG, had many happy memories; but others thought it “sucked” or was “boring as hell.” 2. We need some “fresh blood” to bring in new ideas to liven things up. 3. Seems to have low attendance in comparison to other chapters. 	<ol style="list-style-type: none"> 2. Need ways to increase interest and participation . 3. We have at least two members who have chaired successful RGs in other chapters. 	<ol style="list-style-type: none"> 1. Schedule events such as: toga or costume party, punning contest, hugging contest, late-night swim, talent showcase, etc. Brainstorm others. 3. Current chairs brainstorm with all former chairs in membership. 	<ol style="list-style-type: none"> 1. 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, and LSM members. 2. 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, and LSM members 2. 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. Encourage the RG Chair(s) to keep track of attendance at other Texas RGs. / Board 3. 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, Media Coordinator, Webmaster

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NEWSLETTER--GENERAL			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<ol style="list-style-type: none"> 1. Lack feedback from members on what they'd like to see in the newsletter. 2. The presentation is pathetic, given the size of the group. 3. The editor isn't going to print anything controversial. 	<ol style="list-style-type: none"> 1. Find ways to obtain more feedback, some idea of things members would like to read about. 2. Make layout more attractive. 2. We currently have no separation between newsletters articles and letters to the editor. 3. The editor's handbook states that there should be a board-approved editorial policy that backs up the editor's decisions. If it meets the constraints of the editorial policy, there is no reason why it should not be published. 	<ol style="list-style-type: none"> 1. Talk with the Communications Chair about ideas for a better newsletter 2. The Communications Committee should work on the structure of the newsletter and establish positive article control and response to submitters. A simple spreadsheet would work. 2. All submitters should use the editor and calendar email addresses for their submissions. 3. Add a letters to the editor section, let members know 3. Write an editorial policy using the guidelines on pages 13-16 of the handbook 	<ol style="list-style-type: none"> 1. 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. 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 info, publishing info), and other current information. / Managing Editor, Editor, Officers, other members 2. 3. Establish positive article control with response to contributors, schedules for recurring articles, and themes. Emphasize the importance of generic addresses. / Managing Editor, Editor 3. Follow the guidelines in the Editors Handbook in deciding what articles to reject; notify the submitter of the reasons for rejection. // Editor, Managing Editor

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NEWSLETTER—MAILED AND ELECTRONIC			
Member Concerns	Member Suggestions	Proposed Action Plans	Board Action Plans / Actors
<ol style="list-style-type: none"> 1. Are we going in the right direction? 2. Don't try to cut costs by using the ability to put the electronic version on-line as a means of not putting information that should be given to all into the mailed newsletter. 3. Members need a directory showing whom to contact and how, regarding what issues. Does it need to be in the newsletter? In the Bulletin the masthead only includes the Executive officers, the communications officer, and the editor. We could then refer folks to the Website to elucidate officer positions, content coordinator structure, and what jobs need to be filled. 4. Since the page with the required postal mailing information is always the same, is there a way to just attach it to end of the mailed newsletter without re-creating it every month? 	<ol style="list-style-type: none"> 1. The mailed newsletter can be for the essentials that need to be published to everyone, plus whatever additional articles will fit the printing constraints, with a link to the electronic version to access more articles on-line. 2. The electronic version could include all the content in the mailed version, with additional items such as articles, games, puzzles, jokes, graphics, links, etc. and perhaps late breaking news. 3. It wouldn't even have to be a "newsletter," but an expansion of ideas in the newsletter that people can follow up on. 4. The AMC seems to be backing off of its strict policy for hard copy. All that is officially required is that a post card be sent to the membership quarterly with the next quarter's calendar and any election materials. The latter may be mailed separately from the post card. But our own bylaws require more than that, although that requirement is once a quarter as well. 	<ol style="list-style-type: none"> 1. 2. 3. 4, 5. So it is really up to us to do what we want within the constraints of our bylaws. The electronic newsletter can be as extensive as we have the resources and inclination to make it. 	<ol style="list-style-type: none"> 1. Conduct <i>ALG</i> surveys to evaluate our success in improving the newsletter and implementing changes. / Managing Editor, Editor 2. 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. Consider functions and tradeoffs in positions, officers, and coordinators when developing new LSM newsletter and Website designs. / ComComm, LocSec, Board 4. Consider postal information placement in newsletter redesign. / Editor

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<p>5. What format should we use to send the newsletter out for emailing? PDF? HTML? Would we still e-mail the mailed version to those who have electronic subscriptions?</p>			<p>5. Talk with printers to determine their e-format requirements. / Editor</p> <p>5. Reconsider copy and advertising pricing, submittal format requirements, distribution, and emailing formats in conjunction with newsletter redesign / Managing Editor, Editor</p>
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