

LONE STAR MENSA
Report
Action Still In Effect (ASIE) 2011-7
Member Concerns Action Plans Status Report
2011 April 5

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.

This ASIE shows the status of LSM volunteers activities to resolve the related member concerns. The Status column shows red background and the word "None" if is no current action or "Delayed" if action had begun but was deleyed. Yellow background and the word "Begun" if some action has been started, Active if some activity is taking place, "Delay" if action is waiting on something, and "Done" if work is considered complete . Green background and the word "Res" indicates that the problem has been resolved and the board has approved the resolution The Action Plan / Status column shows what is being done for yellow status and what was done for green status.

MEMBER PARTICIPATION - GENERAL				
Member Concern	Plan No.	Action Status	Action Plan / Status	Action Officer/ Committee
1, 2	A1	None	Review Mensa Survey and develop an LSM survey to enquire about participation and what members expect from LSM.	Volunteer
3	A2	None	Encourage officers to “close the loop” by answering email even if late.	All Officers
3	A3	None	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	None	Provide members an independent assessment of cliques as applicable to LSM as an editorial in the Gazette.	Editor
5	A5	None	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	None	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	None	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	New Member Coord Membership Chairman
6	A8	None	Provide a comprehensive list of events on the Website.	Calendar Editor Managing Editor
7	A9	Begun	Set up welcome events where new members may meet each other and the officers of LSM / Status: A new member party was held on March 12, 18 members attended.	New Member Coord
[See also the Member Recognition section for related action plans.]				

YOUNGER MEMBER PARTICIPATION				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	B1	None	Identify members 35 and under, and survey them on what would interest them in participating and volunteering.	Volunteer
2	B2	Active	Board members join Face Book to improve communications with younger members. / Status: Three board members have joined,	Board Members

MEMBER RECOGNITION				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	C1	None	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	None	Review Mensa Survey, Develop New Member Survey, administer survey	New Member Coord Membership Chairman
2	C3	Active	Include Mensa membership anniversaries in the Gazette. / Status: Anniversaries by five year increments were provided in the Gazette beginning in 2011 in the February edition.	Circulation Coordinator Editor
3	C4	Active	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. ? Status: The board created name tag service awards to recognize volunteer service.	Awards Coordinator Membership Chairman
[See also the Member Participation section for related action plans.]				

LONE STAR BOARD				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	D1	None	Write an ALG (newsletter) oped (opinion editorial) on cliques.	Editor
2	D2	None	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	None	Reorganize Lone Star Mensa by baskets of functions, let individuals determine duties and coordinator titles.	Officer coordinator LocSec Board
3	D4	None	Use the informal procedures in Robert's Rules of Order for formal-informal balance.	Meeting leaders
4	D5	Active	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. / Status: experienced member contacts were provided in the ALG beginning in 2011 in the March edition.	Editor
5	D6	Active	Track these action plans and specific resolution steps, report status, and seek member response. / Status: Progress is being reported on the Website, in the newsletter, and to the board.	LocSec

MONTHLY MEETINGS AND EVENTS				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1, 2	E1	Active	Review and/or revise rules to allow member speakers. / Status: The standing rules now allow member speakers. Future meetings will feature members or member sponsored speakers. The May meeting will feature a member speaker. The November and February meetings featured member sponsored speakers. If no speakers are submitted, the meeting room will be available for ad hoc member led discussions and/or presentations.	LocSec, Board Editor
1, 2, 3	E2	Active	Spread the word that members may speak at meetings and organize and/or host informal events. / Status: The LocSec, Program Coordinator, and board members have been spreading the word at LSM events.	LocSec, Editor Program Coordinator
1, 2, 3	E3	Active	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. / Status: Brainstorming was used at the March meeting to determine the content of the April Meeting.	LocSec Program Coordinator Membership Chairman Symposia Chairman
2, 3, 4	E4	None	Emphasize in the ALG and at meetings that volunteers are needed for good programs.	Program Coordinator Symposia Chairman LocSec
4	E5	None	Offer help to members who are reluctant to schedule events with meeting support.	Program Coordinator Symposia Chairman LocSec
5	E6	None	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	None	Support Area meetings with more senior officer attendance	Senior Officers

LONE STAR MENSA WEBSITE				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	F1	Active	Advertise in the ALG and Facebook for a Webmaster, designer, and other Website participants as needed. / Status: A notice for a designer were posted Facebook beginning last fall and a notice for a technical web person was posted beginning in the 2011 ALG March edition.	Communications Chair Officer Coordinator LocSec
2	F2	Begun	Redesign the Website; explore rehosting. / Status: The Board established a special committee at the March meeting which will recommend a Webstie redesign to the board and explore the need for rehosting.	Special Committee*
3	F3	Active	Identify content providers needed by function and/or position to keep the Website content current. / Status: The Board established a special committee at the March meeting which will recommed a Website approach to the board. An interim Webmaster has updated the Website and plans to keep it current until redesign is complete and a permancent Webmaster	Special Committee*
4	F4	None	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 / Status	Action Officer/ Committee
1	G1	None	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	None	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	None	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	None	Encourage the RG Chair(s) to keep track of attendance at other Texas RG's.	Board
3	G5	None	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

NEWSLETTER--GENERAL				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	H1	None	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	Active	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. / Status: The newsletter has been redesigned considering some of the elements listed. The editor is waiting for member feedback.	Managing Editor Editor Officers Other members
2, 3	H3	None	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	None	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 / Status	Action Officer/ Committee
1	J1	None	Conduct ALG surveys to evaluate our success in improving the newsletter and implementing changes.	Managing Editor Editor
2	J2	None	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	None	Consider functions and tradeoffs in positions, officers, and coordinators when developing new LSM newsletter and Website designs.	Communications Comm LocSec Board
5	J4	None	Consider postal information placement in newsletter redesign.	Editor

None	32	71%
Delay	0	0%
Begun	2	4%
Active	11	24%
Done	0	0%
Resolved	0	0%
	45	100%