

LONE STAR MENSA
Member Concerns Action Plans Status Report
Report 2011-7
2012 January 9

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 report 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 delayed. 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, "Done" if work is considered complete, and ongoing if the item is recurring and continues to be done. Green background and the word "Approved" indicates that the Board considers initial work on a Member Concerns Report action item completed when the actions taken were:

- consistent with the actions the board recommended,
- reasonably expected to satisfy the member concerns
- sufficiently institutionalized that there is only a small chance that they will become a concern in the future.

The Action Plan / Status column shows what is being done for yellow status and what was done for green status.

None	11	23%	As of January 9, work had begun on 36 or 78 percent of the action plans.
Delayed	2	4%	
Begun	3	6%	Of these 31 or 66 percent have been reported with continuing action or completed
Active	18	38%	
Done	1	2%	
Ongoing	1	2%	Of these 13 or 28 percent have been reported as completed
Approved	<u>11</u>	<u>23%</u>	
	47	100%	Of these 11 or 25 percent have been approved by the board.

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	Begun	Encourage officers to “close the loop” by answering email even if late. / Status: The LocSec has encouraged officers on several occasions to answer the mail. Functional addresses that go to more than one person have been set up to provide a back up to critical	All Officers
3	A3	Active	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. / Status: A prototype functional contact list was provided on page 2 of the January <i>ALG</i> and was added to the Website in January 2012.	Officer Coord Webmaster Editor
4	A4	Active	Provide members an independent assessment of cliques as applicable to LSM as an editorial in the <i>Gazette</i> . / Status: Rose wrote an oped on cliques in her Editor's Choice column on page 1 of the 2011 March <i>ALG</i> . The board reviewed the action on June 1 and decided the action was insufficient. John volunteered to write another article. The Chairman and one committee member of the nomination committee were chosen from newer members who have not been part of the previous leadership structure.	Editor Board
5	A5	Active	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. / Status: Started work on the duties of the Communication Committee using the News Cycle as a starting point. Continuing with duties of board members and independent officers.	Officer Coordinator
6	A6	Approved	Provide a glossary of Mensa terms geared for the Website geared to new members who know little about Mensa and LSM. / Status: Crockett completed his term list and posted it to his Website and the Webmaster linked it to the LSM Website. Members may submit additional terms and corrections to Crockett if they wish. Approved 2011 August 3.	Crocket Grabbe

6	A7	Active	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. / Status: The Membership Chairman has begun sending welcome emails to new members. A New Member Coordinator was appointed in January for more emphasis on	New Member Coord Membership Chairman
6	A8	Approved	Provide a comprehensive list of events on the Website. / Status: A Consolidated Calendar has been created on the LSM Website and the Calendar Editor has agreed to maintain it. Any LSM member may post directly or indirectly to the calendar to speed update. Approved 2011 August 3.	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 2011 March 12; 20 members attended. [See also the Member Recognition section for related action plans.]	New Member Coord

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: By 2011 September, all board members had joined Facebook and were learning to use the media.	Board Members

MEMBER RECOGNITION				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	C1	Active	Set up email and follow on welcome packets, phone calls for new members, welcome parties, etc. to welcome new members. / Status: The newly appointed New Member Coordinator has circulated a draft welcome letter to go to all new members.	New Member Coord
1	C2	None	Review Mensa Survey, Develop New Member Survey, administer survey	New Member Coord Membership Chairman
2	C3	Approved	Include Mensa membership anniversaries in the Gazette. / Status: Anniversaries by five year increments were provided in the Gazette beginning in the February edition. Approved 2011 August 3	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 approved the volunteer service name badge award for exceptional service for one or more terms. Volunteers were invited to apply for the vacant Award Coordinator position. [See also the Member Participation section for related action plans.]	Awards Coordinator Membership Chairman

LONE STAR BOARD OF OFFICERS				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	D1	Active	Write an ALG (newsletter) oped (opinion editorial) on cliques. / Status: Combined with A4.	Editor
2	D2	Active	Replace officer title list in the ALG with a function-contact list and masthead (publishing information and required-important titles). / Status: Both complete lists are available on the Website. The Board passed a standard for an annual list of officer in the ALG. An abbreviated functional list will be provided during the rest of the year sized to available	Circulation Coordinator Editor
2	D3	Begun	Reorganize Lone Star Mensa by baskets of functions, let individuals determine duties and coordinator titles. / Status: Work on A5 will provide the basis for the baskets. The bylaws allow the standing committees to assign duties and titles to committee members based on their strengths and desires provided all required duties are assigned to someone on the	Officer coordinator LocSec Board
3	D4	Approved	Use the informal procedures in Robert’s Rules of Order for formal-informal balance. / Status: The board began using informal procedures with the 2011 March meeting. The informal procedures include automatic motions from the agendas, action on motions without seconds, discussions without motions, use of first names, and other informal procedures. ASIEs which have been confusing to some folks and symbols of formality and bureaucracy to others are being replaced by LSM Operating Standards or LOS, some of which will be converted to guides and approved by the standing committees and chairmen. Approved 2011	Meeting leaders
4	D5	Approved	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. Approved 2011 August 3.	Editor
5	D6	Approved	Track these action plans and specific resolution steps, report status, and seek member response. / Status: Progress is being reported monthly to the board and to the membership in the newsletter and on the Website. Approved 2011 August 3.	LocSec

MONTHLY MEETINGS AND EVENTS				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1, 2	E1	Ongoing	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, June, and July meeting will featured member speakers. 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	Done	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. Specific instructions on how to do that have been added to the Website. Several meetings have been led by member speakers.	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. Participants at the April meeting discussed possible topics and were invited to add them to the topic list. Feedback forms were used at the April, May, June and July meetings	LocSec Program Coordinator Membership Chairman Symposia Chairman
2, 3, 4	E4	Active	Emphasize in the ALG and at meetings that volunteers are needed for good programs. / Status: the May, June, and July meetings featured discussions on topics presented by member speakers.	Program Coordinator Symposia Chairman LocSec
4	E5	Active	Offer help to members who are reluctant to schedule events with meeting support. / Status: The Program Coordinator offered help for the June meeting. Instructions on the topic list have been added to the Website.	Program Coordinator Symposia Chairman LocSec

5	E6	Active	<p>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. / Status: The National Office reported at the AG that they are working on a Geographic computer tool to map local group members. A new coordinator for the southern area has been appointed who has begun working with South Texas Mensa to set up events in our near by areas.</p>	<p>Symposia Chairman LocSec, Editor</p>
---	----	--------	--	---

6	E7	Active	Support Area meetings with more senior officer attendance. / Status: Recent monthly and TGIT meetings have seen an increase in Senior Officer (board member) attendance. Six senior officers attended the July general meeting.	Senior Officers
---	----	--------	--	-----------------

LONE STAR MENSA WEBSITE				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	F1	Delayed	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	Delayed	Redesign the Website; explore rehosting. / Status: The Website Working Group developed a proposed set of planning factors to be considered by the board. The board approved the factors on May 4.	Special Committee*
3	F3	Active	Identify content providers needed by function and/or position to keep the Website content current. / Status: The Website is now current. For the future, the Website Working group plans to use existing content providers and add new ones as the Website design progresses.	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	Approved	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. / Status: The RG Chairs reported that the board and officers provided ideas and supporting the RG. The 2011 RG made use of the many of the ideas. The ideas will be passed on to the next RG Committee. Approved 2011 October 5.	Board members Officers LSM members
2	G2	Approved	Share good and bad RG experiences with the RG Chair(s) and committee members so that lessons do not have to be learned anew. / Status: The RG Chairs reported that the board and officers provided feedback on RG experiences. Additional feedback forms were passed out at he 2011 RG to be provided to the next RG Committee. A report showing the success of the RG was published on page 7 of the 2011 October <i>ALG</i> . Approved 2011 October 5.	Board members Officers LSM members
2	G3	Approved	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. / Status: The RG Chairs reported that we had a more varied and active committee this year that in nearly any previous year. The committee members worked well together in planning and running the 2011 RG. Approved 2011 October 5.	Board
3	G4	Approved	Encourage the RG Chair(s) to keep track of attendance at other Texas RGs. / Status: The RG Chairs reports that they have been keeping track of attendance at other RGs in Texas. Attendance at the 2011 AG was more than expected. Approved 2011 October 5.	Board
3	G5	Approved	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. / Status: The RG Chairs reports that we have received plenty of support from the ALG. The publicity was largely responsible for the high turnout of attendees. Approved 2011 October 5.	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. A functional list of contacts was	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	Active	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. / Status: The board approved reducing the list of officers to one annual edition in July and keeping current information on the Website. The full contact list will be kept current on the Website while a reduced version will be in the Newsletter.	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
4	J4	None	Consider postal information placement in newsletter redesign.	Editor
5	J5	Active	Talk with printers to determine their eformat requirements. / Status: Our printer, QuikPrint, said they preferred ordinary PDF format, which we have been using that since 2011	Editor
5	J6	None	Reconsider copy and advertising pricing, submittal format requirements, distribution, and emailing formats in conjunction with newsletter redesign.	Managing Editor Editor