

LONE STAR MENSA
Member Concerns Action Plans Status Report
Report 2011-7
 2012 March 8

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	6	13%	As of January 9, work had begun on 41 or 87 percent of the action plans.
Delayed	3	6%	
Begun	1	2%	Of these 37 or 79 percent have been reported with continuing action
Active	7	15%	
Done	1	2%	
Ongoing	18	38%	Of these 30 or 64 percent have been reported as completed
Approved	<u>11</u>	<u>23%</u>	Of these 11 or 23 percent have been approved by the board.
	47	100%	

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	Active	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 email subjects. Officers appear to have become more sensitive to the importance of answering the mail.	All Officers
3	A3	Ongoing	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 in the 2012 January February March and April <i>ALG</i> and a full list was added to the Website in January. See status D2	Officer Coord Webmaster Editor
4	A4	Ongoing	Provide members an independent assessment of cliques as applicable to LSM as an editorial in the Gazette. / 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. Members have been asked in the newsletter each month since 2011 March to volunteer to join the officers in serving other members. New members are encouraged to volunteer for jobs at all levels. See also status D1	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: Work was started in 2011 November to develop online functional task lists of things that need to be done that would help members decide if they want to volunteer. Communication Committee tasks as laid out in the News Cycle was selected as a starting point followed by tasks 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	Ongoing	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 2012 January after a long search. She is a relatively new member and not part of the old guard. She developed and circulated a draft welcome letter for all new members and began sending the letters to new members in February. She plans to continue to provide welcome information to new members each month when she receives the list from the National Office.	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	Ongoing	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. Another on in 2012 February 12, the next is planned for mid May. The New-Member Coordinator plans to schedule socials celebrating new members four to six times a year. [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	Ongoing	Set up email and follow on welcome packets, phone calls for new members, welcome parties, etc. to welcome new members. / Status: A New Member Coordinator was appointed in 2012 January after a long search. She has developed and circulated a welcome letter for all new members, has sent them out the last two months and plans to continue to provide welcome information to new members each month when she receives the list from the National Office.	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	Delayed	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. Awaiting volunteers to apply for the vacant Award Coordinator position.	Awards Coordinator Membership Chairman

[See also the Member Participation section for related action plans.]

LONE STAR BOARD OF OFFICERS				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	D1	Ongoing	Write an ALG (newsletter) oped (opinion editorial) on cliques. / Status: See A4 on the oped article. The board has worked to reduce the perception of cliques at the officer level of LSM. Two new members have volunteered to serve on the board in 2011 (Jon and Crockett) and two more in 2012 (Aaron and Douglas). New members (outside the perceived clique) are serving as the newsletter Editor, the Membership Chairman, the New Member Coordinator and the Newsletter Circulation Coordinator and have served as the 2011 RG Hospitality Chairman, and RG Treasurer. The Nomination Committee Chairman and one of the two committee members were new members. New members are encouraged to volunteer for jobs at all levels. See also A4.	Editor Board
		Ongoing	Replace officer title list in the ALG with a function-contact list and masthead (publishing information and required-important titles). / Status: A functional contact list has been developed and available on the Website and in the newsletter showing which officer to contact for what problem. An annual complete list was printed in 2012 February and a monthly abbreviated list based on available space has been printed since. A photo gallery of current officers and committees has been posted to the Website and will be printed annually (in July) in the newsletter (with or without photos as space permits). Required postal information has been updated.	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 committee.	Officer coordinator LocSec Board

3	D4	Approved	<p>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 August 3.</p>	Meeting leaders
4	D5	Approved	<p>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.</p>	Editor
5	D6	Approved	<p>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.</p>	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 members to present programs. The 2011 May, June, July, September, and November meetings had member presenters and member presenters are scheduled for 2012 February and April. Some members appear more comfortable with speaking to LSM groups.	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 and online that all members may speak at and host events. Specific instructions on how to host events were added to the Website in 2011 March.	LocSec, Editor Program Coordinator
1, 2, 3	E3	Ongoing	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 initially used at the 2011 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 a new online topic list. This list has been open to and used by members to view and add topics since 2011 May and has been used to determine topics for member discussions when a speaker failed to appear. Feedback forms have been available at all meetings since 2011 April and were used at the April, May, June and July meetings to gather member input for the topic list. Members may also use the online list for topic feedback. Formats for the meetings for the rest of 2011 have alternated between discussions and presentations with topics on the topics list. Programs are planned to continue in this format through 2012.	LocSec Program Coordinator Membership Chairman Symposia Chairman
2, 3, 4	E4	Ongoing	Emphasize in the ALG and at meetings that volunteers are needed for good programs. / Status: The need for volunteers was emphasized and as a result member have volunteered to lead discussion groups on member suggested topics have in 2011 August, October, and 2012 January and are scheduled for 2012 March, and May. Members seem to be aware that they can speak and provide topics and speakers.	Program Coordinator Symposia Chairman LocSec

4	E5	Ongoing	Offer help to members who are reluctant to schedule events with meeting support. / Status: Specific instructions on how to host events were added to the Website in 2011 March. An online calendar was established in 2011 April for members to easily add new events. Any member can now schedule an ad-hoc event by adding it to the online calendar and seeing who shows up. Volunteers have scheduled a picnic, Halloween party and Christmas party in 2011 and 2012. We plan to continue to advertise for speakers and discussion leaders.	Program Coordinator Symposia Chairman LocSec
5	E6	Active	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.	Symposia Chairman LocSec, Editor

6	E7	Active	Support Area meetings with more senior officer attendance. / Status: An average of two board officers have attended monthly and TGIT meetings since 2011 March. Board members coordinate with each other to ensure a board member participates in each of these meetings. At least one senior officer has been present at almost all meetings in 2011 and 2012--three or four officers has been common.	Senior Officers
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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. Awaiting a volunteer designer to assist with the project.	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. Awaiting a volunteer designer to assist with the project.	Special Committee*
3	F3	Ongoing	Identify content providers needed by function and/or position to keep the Website content current. / Status: The Website has been kept up to date since 2011 April with some lapses. A Webmaster was appointed on 2012 March 8. Eleven content providers were added by function and listed in the Officers Webpage shortly after. Content providers will be updated as Website design is completed.	Special Committee*
4	F4	Ongoing	Advertise to fill vacant positions that are needed to provide content for the Website. / Status: in July a section was added to the newsletter to advertise for volunteers to fill officer vacancies. Volunteer opportunities to include those needed to provide content have been advertized in this section .	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 the 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	Ongoing	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. / Status: Members were asked at several events in the spring of 2011 on what they wanted to see in the ALG. The Editor expanded the newsletter from 8 to 12 pages in April and then to 16 pages in September using funds from reduced print circulation. A survey was conducted in 2012 March to see what the readers think about the revised format and content. See J1 for more information.	Managing Editor Editor
2	H2	Ongoing	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 created.	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	Ongoing	Follow the guidelines in the Editors Handbook in deciding what articles to reject; notify the submitter of the reasons for rejection. / Status: Guidelines in the Handbook have been followed since 2011 February. No articles have been rejected since then.	Editor Managing Editor

NEWSLETTER-- MAILED AND ELECTRONIC				
Member Concern	Plan No.		Action Plan / Status	Action Officer/ Committee
1	J1	Active	Conduct ALG surveys to evaluate our success in improving the newsletter and implementing changes. / Status: The editor initiated a survey in 2012 March. All results so far have been complementary. No changes have been suggested.	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: See status D2. The board approved reducing the list of officers and committees to one annual edition in July and keeping current information on the Website. An annual complete functional contact list was printed in 2012 February and a monthly abbreviated list based on available space has been printed since Since 2011 March, large reports such as the monthly financial report and large standing rules have been posted to the LSM Website and included in board minutes and other articles by references to the Website.	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	Ongoing	Consider postal information placement in newsletter redesign. / Status: postal information has been revised to comply with current USPS guidelines. It will continue to be revised as USPS guidelines change.	Editor
5	J5	Ongoing	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 February.	Editor
5	J6	None	Reconsider copy and advertising pricing, submittal format requirements, distribution, and emailing formats in conjunction with newsletter redesign.	Managing Editor Editor