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| Present:  | Crystal GrahamJemmie WangHolly M. CouchHarry RoweShirley Rohnke | Paul PringleElizabeth RobinetteRichard Van DoelJim Grimes |
| Call to Order: | 5:35 pm | Adjourn: | 7:30 pm |
| Next Meeting: | Nov 6, 5:30pm |

# Announcements

None

# Agenda

**Secretary** (TBD) – 5 minutes

* Read Past Minutes (approved)

**Treasurer** (Holly M. Couch) – 10 minutes

* Report
	+ Jemmie provided data for audit to Richard on 10/2.
	+ Bank meeting completed. Holly, Jemmie and Crystal have account access.
	+ **Action:** Crystal to setup teleconference for GL codes, then Holly will configure the Laptop for accounting. If unable to schedule meeting, then we will load codes consistent with those previously used and as posted on the national ASQ website.
	+ Budget plan is due in October.
	+ **Action:** Holly and Crystal to meet to complete this activity. Crystal to send email to chairs to identify required budgets.
	+ **Action:** Jemmie to send all Treasurer files and then possibly schedule a meeting, if needed.

**Program** (Elizabeth Robinette) – 20 minutes

* Report
	+ 12 people currently signed up to attend next week’s meeting. There are no fees for this tour because food is not provided.
	+ Elizabeth needs access to see who has registered for this month’s events and to print name tags. Crystal will coordinate with Joe to get access for Elizabeth.
	+ Plant tour: short tour, then 3 hosts to speak about their different areas. There will be 1 demonstration and 3 experiments for hands on activities.
	+ **Motion:** Holly to purchase 3 separate $25 gift cards of the hosts. PASSED.
	+ Still need more detail for possible future workshop in November 2012. Tom Pierson is a possible option.
	+ **Motion:** Donate up to $1000 of books to the Marion County Public Library. PASSED.
	+ Proctoring for ASQ exams this Saturday. Looking for more proctors.
	+ Ivy Tech is offering larger rooms and proctors. ASQ may have proctor criteria that prevent using Ivy Tech proctors.
	+ We should post recognition of the proctors/volunteers on the website after the exam event.
	+ New event registration process is awesome! Instant confirmation of registration with a printout that you could bring to the meeting.
	+ EventBright will charge about $1.50 per registration, depending on how members pay. Fees waived for trial period. Will need to revisit after the November registration. Fees would be larger for class registrations!
	+ We may need to have a separate teleconference to discuss continuing this meeting registration service before the end of November
	+ Also did not notify membership about website changes and registration criteria.

**Arrangements** (Larry Arnold) – 0 minutes

* Report
	+ Room Changes?

**Membership** (Shirley Rohnke) – 10 minutes

* Report
	+ **Action:** Crystal to get a meeting scheduled for Joe to train Shirley on loading membership data/emails to the website based on data from national.
	+ September data is not yet posted.
	+ Should start getting a new report this month that will include retention data.

**Education** (Don McGowan)– 5 minutes

* Report
* Joe will post training events on the website after meeting with Don.

**Publicity** (Hady Riyanto) – 5 minutes

* Still looking for a secretary
* **Action:** Holly to send Hady (and Harry) the secretary description to get that published in hopes of finding a replacement.

**Web Liaison** (Paul Pringle) – 10 minutes

* Joe and Paul will be meeting to begin this transition.
* Need to complete job description.
* Mainly responsible to make sure that correct people have access and all members receive routine communications.

**Web Master** (Joe Lucas) – 5 minutes

* Need to schedule trainings for new website.
* Website is live!
* Website priorities are events as initial focus of website functionality, next is attendance.
* **Action:** Crsytal identify agenda and schedule meeting with Joe for website content priorities.

**VoC** (Harry Rowe)– 30 minutes

* Survey is complete. 98 complete and 9 partial. Up a bit from last year. 9% increase in response rate.
* Significant breaks between: >50 and <50, People with certifications and people without certifications.
* Looks like moving more towards web based functionality and training options appears desirable over dinner meetings.
* Overall satisfaction: 6.8% very satisfied, 54% satisfied, 40% other – Not as good as we want it to be
* Develop criteria for members to provide technical content that could be posted on the website. Ideally contributors would get recertification credits and reviewers of material would also get recertification credits.
* Consider web conference for shorter training on technical basics. Also consider 2-3 minute videos for quick training on hot topics.
* Should send an email to membership with a link to the last dinner meeting video. Need to improve publicity of new content.
* Provide filtering of available links, videos, sites, etc.

**Vice Chair** (Jemmie Wang) – 30 minutes

* Report
* Had a non-member (Steve Lawson) attend the September meeting and provided feedback on his impressions of the event.
* Increase the benefits of dinner meetings.
	+ Have job opening announcements.
	+ Considering activities to encourage more networking.
	+ Introduce new members.
	+ Have board members network around tables before training to welcome attendees.
	+ Have stickers for new members and SLC members.
	+ Write every acronym and meaning on a board throughout the dinner meeting to ensure everyone is familiar with the terms.

**Chair** (Crystal Graham) – 5 minutes

* Report
* Business Plan for 2012-2013 has been submitted
* Updating awards description
* Meeting with a Professor at U of I about a student chapter.

**Walk Ins**

* Status for Quality Conference in May – Cannot begin getting volunteers until January, so not much to do yet.