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| Present: | James Li  Harry Rowe  Rick Van Doel  Shirley Rhonke  Arpan Bhagat  Holly Couch  Deborah Klimaszewski  Elizabeth Robinette  Donald McGowan  Paul Pringle  Joelene Smith-Drake  Jim Grimes | Call-in:  None | |
| Call to Order: | 5:35 pm | Adjourn: | 7:24 pm |
| Next Meeting: | December 3rd, 2013, 5:30pm | | |

# Announcements - 5 minutes

Holly and Elizabeth

# Agenda

**Secretary** (Arpan Bhagat) – 5 minutes

* Past Minutes sent out prior to meeting – Section members reviewed the minutes from the last minutes meeting – Meeting minutes **approved.**
* Minutes from this meeting will be sent out for review 1 week before the December meeting (November 26th) and will be subsequently published on the site once approved by the board.

**Previous agenda** (All) – 6 minutes

🡪 Marion county librarian donation: Approved.

🡪 Indy asq representatives to May 2014 world conference: Joelene or Holly or both. Check on cost.

**Treasurer** (Joelene) – 28 minutes

Bank balances are

* + ~ $16,000 in checking.
* Do we still need paypal account? Mailing checks preferred for record keeping.
* We received money from national for new members. Mailing is a member benefit that we provide.
* Cash flow report requested by Harry. We get 18.75 for every new member. Changing structure is proposed by treasurer to understand balances better.
* We do not have enough activity to use quickbooks. Checks activity and quickbooks use is not justified. Reporting should be more user-friendly. Quarterly reports are basically bank statements showing balances.
* How much money per member does our chapter have? Separating scholarship money and spending money left over for member benefit is essential. What percentage of our revenue is benefitting members e.g. meetings, education. Overhead number for less that 5% of revenue is ideal. We need to use data efficiently. Proposed - Treasurer should classify the expenses and report as percentage revenue.
* Ledger is being done not accounting since there is only one column for all gl codes and gl general ledger codes are not separated or split up.
  + Joelene has $195.00 cash from the last meeting that will be deposited and $70.00 cash that was given by Holly to be used as change for the meetings.
* Bud Newton can provide answers to more specific questions on par.
* Joelene will be submitting the quarterly balances to National in the next week (Due October 20th).

**Arrangements** (All) – 4 minutes

* + Jemmie has been communicating and data is being collected using VOC.
  + Too much carbohydrate in the dinner!

**Program** (Elizabeth Robinette) – 4 minutes

* + Calendar invite got canceled inadvertently for the last meeting.
  + Camcorder is available. Memory card had no audio. Batteries or got turned off?
  + There is separate microphone for better audio that we need to remember to turn on! We need to have instructions in place for efficient use of the recording devices.
  + 19 people registered so far for the November dinner meeting.
  + The speaker for the November dinner meeting has also volunteered for a workshop.

**Membership** (Shirley) – 11 minutes

* + We have 8 new members.
  + Emails have been uploaded to Mailchimp.
  + Members who have left need to be removed from the database of Mailchimp. Almost 60 people!
  + Instructions are ready for people who want to learn Mailchimp. Harry will help upload that to Indyasq website. Teresa Smith may be interested in this project as a volunteer for publicity.
  + Our numbers on a yearly basis are going down.
  + Are we capturing members who are coming to the meetings? Board needs to spread around and engage them in discussion to make it a networking experience for new people.
  + 'Interesting' Topics and previous presenters attract more members. LinkedIn and a week before of publicity gets larger crowd for the dinner meetings.

**Education** (Donald McGowan)– 9 minutes

* + Quality improvement associate seems to be an upcoming topic of interest. Dan might be available but the date is not fixed. Probably sometime in March 2014.
  + Jeff will not teach stat class. We need someone to fill in for that.
  + Free tuition may be offered for class coordinators. But when everyone brings books coordinator may no longer be necessary!
  + Eventbrite will be set up eventually.
  + ‘Quality cost’ topic: national will provide an instructor.

**Scholarships** (Elizabeth/Holly) – 6 minutes

* Freshman at Trine Univ., Angola, IN, Mech eng. May be an eligible candidate for this year. He is from New castle, IN. He needs to cover 66% of his tuition costs with this scholarship. Has a decent understanding of quality. Deadline is Nov. 15. Essay responses will be emailed to the board for review. If decided in Dec meeting, the scholarship will be awarded in January. Up to $1000 can be awarded.
  + Scholarship applications need to be more electronically user-friendly!.

**Section Operating Agreements/Business Plan** (Holly) – 11 minutes

* + Videotaping should be added as a training.
  + $900 worth of materials will be donated to library.
  + Solicit members to work on committees. Sign up sheet for that during dinner meetings will be helpful.
  + Participate in a joint event with APEX group.
  + Define the new member greeting process.
  + We already offer workshops at meeting events.
  + Continue to maintain metrics/VOC on website.
  + Webmaster: Joe or Paul can help with registering attendees including the walk-ins to ensure they get credit for attendance. Website should have records of those for members to access.
  + Business plan is not set in stone! Revisions can be made subsequently. More on this will be discussed during the Jan meeting.

**Publicity** (Elizabeth) – 2 minutes

* Need reminders for meeting registrations, job postings.

**Web Master** (Paul) – 7 minutes

* Linking emails - In progress
* Don will upload trainings
* Social responsibility document links are uploaded for 2012.
* Usability of website and dead links need to be worked on. Redundancies need to be removed. Paul has volunteered for that. Wednesdays after dinner meetings seems to be an acceptable day to get the videos uploaded.
* We need senior advisors on the members list on the Indyasq website in addition to the 2013 board members!

**Voice of Customer** (Harry Rowe) – 9 minutes

* Feedback report will be made available for all to fill out. Qualtrics will be used to manage this by Harry using the distribution list. Answers will be populated on an excel sheet.
* Qualtrics may be used as a marketing tool for scholarships! Criteria for scholarship eligibility are not restricted to membership areas but are open to entire Indiana.
* We have been putting videos on website and would like feedback on those.
* We reach 6% of our membership and have email addresses of only 80% of our members!

**Voting** (Elizabeth) – 1 minute

* Done for the 2013 period.

**Chair** (Elizabeth) – 1 minute

* Presided over the meeting proceedings
* Region 9 conference is planned. Bud Newton needs to be reached for more information.

**Others** – 0 minutes

**III Potential topics for discussion in the next meeting** –