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| Present: | Harry Rowe  Rick VanDoel  Arpan Bhagat  Holly Couch | Call-in:  James Li  Paul Pringle  Jim Grimes | |
| Call to Order: | 5:42 pm | Adjourn: | 6:46 pm |
| Next Meeting: | Jun 3rd, 2014, 5:30pm | | |

# Announcements - 1 minutes

We do not have a quorum!

July might be a call in meeting. June would be an office meeting.

Performance validation closes at 6pm. 3174454336 is Holly's number to let people in!

# Agenda

– 2 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 before the next meeting and will be subsequently published on the site once approved by the board.

**Treasurer** (Joelene) – 1 minute

* Treasurer attending the ASQ annual conference.

**Arrangements**  – 0 minutes

**Program** (All) – 20 minutes

* How are the free classes for CQIA going?
* Holly gets messages for dinner meeting through Eventbrite for potential attendees.
* It is a little too early for classes for fall. Let's put that on LinkedIn. We will be on hiatus for fall. We will be back in September.
* We need communication to mail out with details to dinner meeting, training and exam dates. This will be a postcard. Rick has nominated Horace for this. Holly will get information from Elizabeth. James will send information for speakers. Jan through September is set. April is tour. For postcard we just need September through December 2014. There will be another flyer for 2015.
* Universe tickets claims to be better than Eventbrite! There is a 99 cent fee though. Eventbrite is working fine for now!
* Don will be done this year. So we need a new education person. Rick is going to post that on LinkedIn.
* Richard posted scholarship. Next meeting we will be voting on scholarship. They will be entitled to attend one meeting for free. A student id number will be required. Goal is to award the scholarship in time for fall.

**Membership**  – 0 minutes

**Education** (Holly)– 16 minutes

* We have had classes fairly well attended when free!
* We will have a new training rep and we want something beneficial to attendees in need of training. We want to have a willing producer and willing consumer. Everyone is ok with buying the material. Having an expert for two hours or so to conduct technical sessions before the exam dates may be more beneficial!
* Various certifications have various vertical segments, individual training may be provided - something to try for fall this year.
* We will survey in fall to have more time to evaluate.
* First new member survey has an average 10% response!

**Scholarships** (Holly) – 0 minutes

* Already discussed.

**Section Operating Agreements/Business Plan** (Holly) – 0 minutes

**Web Master** (Paul) – 0 minutes

**Voice of Customer** (Harry Rowe) – 15 minutes

More details were provided by Harry in an email:

* Harry published March meeting survey. Main speakers overall rating was very positive. It looks like there is a trend where meals are consistently rated low and seems to be on a general decline. Too many carbs on menu! We increased the price in August. Harry does not believe the quality has declined. Something to watch for as a trend.
* Harry has been asked to serve as national VOC vice chair. He will be chair in Jan 2015 for a two year term.
* Minimum expectation by section is to provide input. Chair has reviewed online material, & doing surveys.
* At least one general membership survey should be done. ASQ does a rolling survey every 12 months. Strategic planning survey was recently done.
* Market research person at ASQ - HQ has set up a monthly calendar.
* One of the surveys is looking at demographics, section benefits etc. random selection is used to get a more representative response on surveys.
* As Indianapolis section we should focus surveys on planning, training and meeting.

**Voting**  – 0 minutes

**Vice Chair** (Holly) – 9 minutes

* What's the best way to communicate with Horace?
* We want to publicize monthly communications and coordinate with other chairs. Welcoming new members, publicize education programs. One post a week is our target, preferably on LinkedIn.
* We have a membership committee, voice of customer committee and education committee that can send publicity material. President’s note can be done one a year!
* Proctor chair can do their publicity as well. Communication should go out to our ~650 members!
* Exam results can also be posted as publicity.
* We want the IndySQ website more user friendly. We need to get rid of the deadlinks. We should revisit the structure of the website e.g. Meeting minutes.
* We can ask members their use for the website. Links to training and information. Are the videos at dinner meeting getting good response?
* We have videos on the website. Are they adding value to general membership? 82% aware of website and only 36% know about the videos. Our YouTube video page has fair amount of views! We need slides and audio to be high quality.
* We should get a copy of the slides. But generally speakers are reluctant to give that and sign the consent agreement. We could restrict slide deck to members only. Video is available to all currently. Currently there are 5 or 6 members which use username as member numbers. We can restrict information if we want by roll. We can do a survey on this!
* Our calendar for 2013 says undefined!
* We have plenty of room for improvement for website.

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