FY23 Annual Report
UMRA Host Team

Prepared by: Diane Young, Host Team Lead
August 18, 2023

Executive Summary

Anticipating resumption of in-person luncheon-forums post covid, the Host Team was established by Program Chair Ron Matross in January 2022. The charge, in addition to logistics, was to find ways to help attendees feel welcome and connected. He encouraged the Host Team to be creative in fostering a warm and positive atmosphere.

Narrative description of activities, outcomes, participation numbers or other relevant data

Host Team members take the lead on specific tasks for the luncheon-forums and back each other when a team member is not able to be present. The current Host Team consists of Diane Gihl, Char Greenwald, Nancy Helmich, Jan McCulloch and Diane Young, team lead. Services provided by Host Team include:

- Works with the UMRA data base coordinators to create a list of attendees and name tags for luncheon-forums and some social events, takes non-Web registrations, and rectifies registration issues**. Diane Young**

- Manages issues related to parking. **Nancy Helmich**

- Coordinates with the event venue to ensure that the venue is booked, seating arrangements are correct, and basic audio-visual equipment is in place (podium, screens, microphones). The charge **does not** include setting up recording or live-streaming events, which will be done by a separate tech support group. **Diane Gihl**

- Chooses the menu for luncheons and reports the menu to the newsletter manager. **Diane Gihl**

- Procures and presents candy for luncheon tables. **Nancy Helmich**

- Makes sure that billing and payment methods have been determined and completed. **Diane Gihl** in collaboration with **Diane Young** and **Kristy Frost-Griep**, treasurer.

- identifies a pool of hosts for new members. Matches new members attending a luncheon and some social events with a host. **Jan McCulloch**

- Sets up and manages reservation table, orders ribbons for name tags. **Char Greenwald**

- Greets and checks in attendees at the reservation table as they arrive. **Char Greenwald** lead with all **Host Team** members participating.

Outcomes FY23

- Established "new member" initiative beginning with the Oct. 2022 luncheon and forum. Lead is Jan McCulloch.
- Collaborated with Virgil Larson, Cathy Gierki, Kristy Frost-Griep and Diane Young to establish who does what with regards to the reservations process, payments, and refunds.
- Worked with webmaster to establish process for sending a reminder the day before luncheon-forums (and social events) as a solution to members who registered but forgot to attend.
- Sent post luncheon-forum "*you were missed*" email to "now shows". Need a solution for members who make reservations for the entire year, but then have conflicts that arise. Solution: Newsletter article about what happens when you make and pay for a reservation but don't show up.
- By robustly using the online reservation system, bugs were identified that the webmaster could fix i.e. the system was creating duplicate reservations making reservation counts inaccurate.
- Worked with Social Committee to collaborate on events. Proposed that each social event have a committee and lead person, separate from Host Team. (The Social Event Committee and lead organizes the social event.) Host Team supports social events as appropriate with the caveat that Host Team members would like to attend some events when they are attending without a specific assigned responsibility.

Suggestions for the UMRA Board or your committee to consider in the coming year.

- **UMRA Board:** Pricing of events. Now that most reservations are online, the event price minus the platform fee results in a deficit between the amount received and the cost of the event. Solution: 1) Board discussion regarding pricing of events; 2) Short newsletter articles that address: a) what goes into the cost of an event.
- **Host Team:** Welcoming traditional members ala "new members" initiative. (A "traditional" member commented that he would like to be welcomed like "new" members. Another member commented that she had been away from UMRA for a while but is reintegrating and would benefit form a "new member" type welcome. Solution: FY24 Agenda item for Host Team discussion.
- **Host Team:** Track reservations made vs members who show up.

Please submit your material to the OCC at g-rine@umn.edu, no later than August 31, 2023. Thank you.