

FY2 Annual Report UMRA Host Team

*Prepared by: Diane Young, Host Team Lead
August 17, 2024*

Executive Summary

By FY24, the Host Team has evolved into a team of six members who not only create a positive atmosphere as members arrive for the Forum Luncheons but also have fun doing so. The team has accomplished what then President Ron Matross asked of it: to be creative in fostering a warm and positive environment.

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

Host Team members take the lead on specific tasks for the Forum-luncheon and back each other when a team member is not able to be present. The current FY24 Host Team consisted of Diane Gihl, Char Greenwald, Nancy Helmich, Jan McCulloch, Joyce Guelich and Diane Young, team lead. Services provided by Host Team include:

- Works with the UMRA data base coordinator to create a list of attendees and name tags for Forum-luncheons (and some social events), takes non-Web registrations, and solves registration issues and produces name tags. **Diane Young**
- 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 committee charge **does not** include setting up recording or live-streaming events, which is 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 Welcome Table, orders ribbons for name tags. **Char Greenwald**
- Greets and checks in arriving attendees at the Welcome Table. **Char Greenwald** lead with all **Host Team** members participating.

Outcomes FY24

- Refined the “new member” initiative.
 - ⇒ New members are defined as having joined UMRA one year prior to the first day of the month the event occurs in.
 - ⇒ Nametags have a yellow dot that says “New Member”.
 - ⇒ New member names are displayed on the Welcome Table.

- Responded to request to “jazz up” the tables used for new member orientations prior to the luncheon with balloons and table tents indicating “Welcome New Members”. **Lead is Jan McCulloch.**
- Continued fine tuning the reservations process with Diane Young copying Kristy Frost-Griep on emails to members who were to pay by check. This resulted in all reservations being completed aka payments and refunds completed by the time of the Forum.
- Continued process established with webmaster to send a reminder the day before Forum-luncheons (and social events) as a solution to members who registered but forgot to attend.
- 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.
 - ⇒ Support has included: 1) Host Team lead attends Special Social Events meetings and collaborates with Cathy Lee Gierki to manage reservations and produce of name tags. 2) Host team members have managed the Welcome Table at Special Social Events.
 - ⇒ OF NOTE: Host Team lead Diane Young is transitioning to Program Committee Chair & President-elect. At the moment, no one has agreed to assume the role of “Host Team Lead”. Participation by the Host Team needs to be reconfirmed when a new Host Team lead is identified..
- In response to “traditional” members wanting something that recognized them like the new member initiative recognizes “new” members, in collaboration with webmaster, the name tag template was modified to include: “Member since ...”.
- Identified and described the various functions performed by Host Team members to facilitate the recruitment of new members to the Host Team to replace transitioning members. Established the commitment as a one-year renewable commitment. Open-ended commitments make it more challenging to recruit members to participate.
- The FY25 Host Team will include “Greeters” with the idea greeters could serve as a pool of potential prospects to take over a Host Team function.

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

- **UMRA Board:** Pricing of events. Midland Hills will have price increases on food and beverage beginning January 2025. The increases will be announced in October 2024. Solution: 1) Board discussion regarding pricing of events; 2) Short newsletter articles that address: a) what goes into the cost of an event; 3) Are there options other than luncheons?
- **UMRA Board:** Recruiting new members to take on leadership roles. Solution: Establish a process to collect information on skills sets and interests UMRA members are available to bring to the table. This process would include making the info available to committee chairs who need to recruit talent. For example, this would have been very helpful in recruiting new members to the Host Team when three of its 6 members were transitioning away from participating on the Host Team at the end of FY24.

- **UMRA Board:** As Host Team lead Diane Young is transitioning to Program Committee Chair & President-elect, no one has agreed to assume the role of “Host Team Lead”, although Host Team venue lead Susan Kubitschek is considering if, but wants to see how the first Forum-luncheon goes.
- **Host Team:** Recruiting new members to Host Team. Solution: Be on the alert for members who might be recruited to take part on the Host Team. Recruit them because it’s fun!

Please submit your material to the OCC at g-rine@umn.edu, no later than August 26, 2024. Thank you.