

Academy for Lifelong Learning

2016 – 2017

Annual Report



May 9, 2017

**Academy for Lifelong Learning
Annual Meeting – Tuesday, May 9, 2017
Agenda**

- I. Welcome and Introduction of New Board Members
- II. President's Report
- III. Vice President's Report
- IV. Treasurer's Report
- V. Committee Reports:
 - Finance
 - Communications
 - Curriculum
 - Hospitality
 - Long-Range Planning
 - Policies & Procedures
 - Special Events
 - Nominating
- VI. Adjournment

Report from the President 2016-2017

This has been a very interesting and rewarding year, and I have been privileged and honored to serve as president. Each committee's activities are reviewed in some detail elsewhere in this Annual Report, but I want to point out a few issues and undertakings that merit mention.

The Member Survey that was part of the fall 2016 Registration form provided a lot of useful guidance about what courses and activities appeal, including interest in field trips to Boston and environs. Unfortunately, the cost of hiring a bus has gone up, which requires a higher level of participation in order to break even. The trip to Plimoth Plantation last October had to be cancelled because we did not reach the critical number of sign-ups, and the trip to the Huntington Theater in March almost met the same fate. The Board will work with the Special Events Committee to formulate a revised approach and policy on field trips in order to minimize disappointing our members.

The year also included the three-day Winterim series, "Looking to the Future: Windows of Hope", that saw large and enthusiastic turnouts for each of the full-day topics: Climate Change; Grandparenting; and Alzheimer's Disease. This was the result of the efforts and talents of the organizers, Lili Seely and Dr. T. Berry Brazelton, supported by a host of volunteers handling marketing materials, registrations, check-ins, signage, seating, and myriad other functions.

Beth Thayer's report covers the activities of the Hospitality Committee in some detail but I want to mention some variations from prior years. The Back to School Social last September was held at the Cultural Center instead of the CCCC campus. This new (to us) venue enhanced the sociability factor and we expect to hold future such events there as well. The Spring Social event was held at the Cape Codder, as usual, but with wine and hors d'oeuvres this time instead of a sit-down banquet and this also seemed to bring a new conviviality to the gathering.

As mentioned elsewhere, we have rented classroom space at BSU's facility in South Yarmouth to accommodate some of our classes. This will be for Tuesday classes in the fall. This space is very attractive and recently refurbished, and we are eager to see if having a new "outpost" closer to the lower Cape has any impact on new memberships arising from that area.

This year we will lose the talents and capabilities of the directors whose terms are expiring:

Chris Johnston as Immediate Past President;
Miriam Kronish, chair of the Curriculum Committee;
Clair Briand, chair of Special Events;
Beth Thayer, chair of Hospitality; and, of course,
Lili Seely, our Treasurer for the past three years.

On behalf of the Board of Directors, I thank all of you for your enthusiasm, support, and many contributions to A.L.L.

The Nominating Committee, under Paul Arnold, identified four well-qualified new members for our board, and we are pleased to welcome Marilyn Nouri, Lew Taylor, Diane Hoover, and Dianne Tattersall. We are still finalizing committee assignments and responsibilities for the new board in the coming year so will report on this in August.

As I said in the April ALLways, I am regularly pleased and amazed by the breadth, depth, and quality of ALL's activities and offerings and I again thank all the members and especially the volunteers who helped make this a successful year.

Jim Lathrop, President

Report from the Vice President for 2016-2017

Twice a year, before the beginning of the Fall and Spring Semesters in September and January, new members of the Academy of Lifelong Learning (A.L.L.) are invited to an introductory orientation meeting to learn about the Academy's activities, educational opportunities, social programs and volunteer activities that are available. The new class is welcomed by the vice president who introduces the program.

The fee for each semester is \$105 which covers the cost of membership and entitles the member to attend 24 sessions, given as two 12-week courses or four 6-week courses. About 80 courses are offered each semester, all led by volunteer members known as 'coordinators' who cover a wide variety of subjects from the mainly academic to those that are practical or creative. Class size is limited to 25 persons under Fire regulations. Classes that are not filled may be open to attendance with the coordinator's consent. Fresh courses are always desired and new members are strongly encouraged to develop topics of their own choosing for presentation. A summary of a proposed course should be submitted to the curriculum committee for review.

Members of the Board of Directors attend New Members' orientation to present their roles in A.L.L. Committee Chairpersons are all members of the Board who always welcome enquiries about committee membership.

The vice president is responsible for arranging a roster of volunteers to help at the information desk located on the mezzanine of the Grossman's building adjacent to Classrooms C106 and C 115, (parking lots 9 and 10). Kerry Arnett is the Office Administrator. Assistance at the desk by volunteers is very helpful. Activities include responding to members' questions, answering telephone calls and general office duties. Each day is divided into three segments, 8.30 a.m. - 10.30 a.m., 10.30 a.m. to 12.30p.m. and 12.30 p.m. to 3p.m. The vice president would welcome new volunteers who would be willing to take one or more of the time-slots preferably on a regular basis. Back-up volunteers are also needed to fill in when a regular member is absent. In the past year this help has been much appreciated and also provides an excellent opportunity to meet other members.

Ray Partridge, Vice President

Report from the Treasurer 2016-2017

[Report will be provided separately]

Report from the Finance Committee for 2016-2017

The Finance Committee is primarily concerned with the budget; the Treasurer can make more succinct comments on the actual results for the year.

Going into the current fiscal year we were still on a learning curve with respect to the more arm's-length relationship we now have with CCCC. By increasing the semi-annual membership fee to \$105, we were able to construct a budget for 2016/17 with a slightly better than break-even result. As I write this all the numbers for the year ending June 30, 2017 are not yet in the books, but it looks like we may actually show a positive variance to budget thanks to a better than expected result for the Winterim program last January and the deferral of some spending we may yet need to make on information technology.

Next year looks like it will be more challenging. There is a major constraint on revenue growth – namely, our inability to find the space that would allow us to offer more courses and/or larger class sizes.

The College has always been accommodating in allowing us more space – both in West Barnstable and Hyannis - than our Agreement stipulates. With the expanded Nursing program and other initiatives the College is now starting to implement, we felt it prudent to take the step of supplementing what may be available at CCCC by renting classroom space for 2017/18 at the Bridgewater State University campus in South Yarmouth.

At the same time our class sizes – both at CCCC and at BSU – are limited by the occupancy standards of the State of Massachusetts, both colleges being creatures of the State rather than any local governing body.

So, while your Board continues to actively explore other opportunities, it appears that, near term, revenue will be flat. Meanwhile, we think it only prudent to anticipate some increase in expenses, even while hoping it doesn't happen. (One bright note here is that thanks to enhanced automation we are already seeing a reduction in what it takes to produce our Fall Course Catalog.)

Putting it all together, we are projecting that we will end the coming year with a small operating deficit. This does not create an immediate crisis given our accumulated reserves from the past, but it is certainly something your Board will be trying to remediate before fiscal 2019 is upon us.

Finally, my thanks for the time and talent of my fellow committee members: Judy Roettig, Joe Gil, Pam Ewing and Lili Seely.

Kirk Young, Finance Committee Chair

Report from the Communications Committee 2016-2017

Committee members are Lee Pledger, Chair, Holly Anderson, Kerry Arnett, Jackie Faulhauber and Barbara Leedom.

- Holly continues to contribute her time and technical skills to the development of our Website, making significant progress with the curriculum section as a member of the IT Committee this year.
- Kerry is the A.L.L. Office Administrator, working effectively and efficiently with the Board and all committees. She is involved with the production and distribution of all the communications members receive. The A.L.L desk is a place for warm and helpful member service.
- Jackie, my predecessor, directs registration with a loyal group of volunteers. She demonstrates a high value for member satisfaction, accuracy, and clear, consistent communication throughout the process. She is also a coordinator and desk volunteer.
- Barbara Leedom is the creative and dedicated editor of the A.L.L. newsletter *ALLways*. This popular publication features news about our events, and articles on members that inform and strengthen our sense of community. She is also a coordinator.

2016- 2017 Communications Committee projects:

- Assisted Lili Seely and Nancy Yee with marketing materials for Winterim.
- Conducted Member Survey re: A.L.L. courses, events and social activities. Thanks to Jim and Kate Lathrop and Judith Roettig for help with this project.
- Featured coordinators in each issue of our Newsletter, *ALLways*. Thanks to everyone who submitted articles.
- Created a Q&A piece for desk volunteers with their input.
- Revised New Member handout for orientation event preceding each semester.
- Revised Coordinators Handbook with input from Lew Taylor, Curriculum.
- Created A.L.L. one page handout for public events. Thanks to Leslie Mathis for initiating this project.
- Initiated "Staying in Touch" communication to keep members connected and informed during the summer months.

I enjoy being on the Board and chairing this committee, as well as being a registration and desk volunteer. Thanks to Holly, Kerry, Jackie and Barbara for their exceptional work and commitment, and to A.L.L. Members for their contributions and support. As A.L.L. President, Jim Lathrop reviews all outgoing communications and we appreciate his helpful and timely feedback.

Lee Pledger, Communications Chair

Report from the Curriculum Committee 2016-2017

This has been a year of increased communication among and between the various committees of the Academy for Lifelong Learning. The Long Range Planning Committee, the Registrars, the technological expertise of Holly Anderson, the current and past presidents' and Communications Committee's suggestions have all contributed to our increased productivity this year.

We have gone from paper to paperless planning as we enter the data electronically and do our editing on the big screen. Thanks to Holly and Henry Tamzarian for teaching us the intricacies of Joomla's jGrid. It has made our work much more efficient. The catalog has been augmented to include current information, as well as historical background. There are many new courses, as well as treasured courses that have been offered throughout the decades. This year the most popular categories have been History and Personal Interest.

The Cape Cod Community College is adding new programs in the fall, and will be needing additional space. As a result, A.L.L. had a need for additional space to accommodate all our scheduled courses. We have contracted with Bridgewater State University in South Yarmouth to use one classroom on Tuesdays. Five courses will be presented at this facility, which has handicap accessibility, as well as up-to-date technology.

We are deeply grateful to all our coordinators for sharing their expertise with us and making our offerings so vital, so relevant, so exciting – an intellectual feast! We have not had to advertise – our members tell us that they have come to A.L.L. through “word of mouth.” We encourage our members to consider becoming coordinators. We will all be the beneficiaries.

This is my last year as Curriculum Committee Chair. It has been a pleasure to serve with my hard-working committee members: Mike Baker, Nancy Yee, Henry Tamzarian, Lew Taylor, and Marilyn Nouri. We have been meeting weekly to compile and edit and as of this date there are over seventy courses. We look forward to August when our members will be receiving their Fall 2017 catalog.

Miriam Kronish, Curriculum Committee Chair

Report from the Hospitality Committee 2016-2017

Chairperson: Beth Thayer

Committee Members: Noelle Howland, Kate Lathrop, Kay Murphy, Susie O'Brien, Ellie Petrocchi, Aimee Silberman and Grace Sweeney, Gerry Hurley

We worked with our A.L.L. Member Survey and started off the school year with our Back to School Social on Tuesday, September 20, 2016 from 5-7 PM at The Cultural Center of Cape Cod in South Yarmouth. Wine, cider, water and appetizers were served and about 100 people enjoyed the venue and the food. Each committee member brought a hot/cold appetizer. This event is provided free to A.L.L. members as a chance to meet new members and rekindle friendships with old friends. The committee decided to continue the use of this beautiful venue for future Back to School events.

Our holiday event was held on Sunday, December 13, 2016 from 12-2 PM. Committee members decorated the Grossman Commons Cafeteria in a holiday theme on Saturday, December 12 and the Holiday Luncheon was a huge success. The nicely decorated room greeted members on Sunday. There was no conflict with a Patriots game or the Cape Cod Symphony schedule. Each member brought an appetizer, salad or dessert and each committee and board member brought a main dish and about 100 members enjoyed a holiday luncheon together. The hospitality committee also held a Cape Cod Needy Fund drive in classes during the holiday season and was pleased to announce at the luncheon that over \$1,000.00 was donated to the Cape Cod Needy Fund.

Our upcoming event is to be held on Thursday April 26, 2017 from 5-7 PM at the Cape Codder Resort. Again, paying attention to the survey data, the committee decided to change the event from a banquet to a Spring Social. Each member pays \$22.00 and the cost covers plenty of appetizers and two drink tickets. A.L.L. subsidizes a portion of the cost of this event. To date, 78 people have registered for this event.

Throughout the year, the hospitality committee is responsible for working with Jodie Tulloch with the College Food Service program to provide the food and drinks at various A.L.L. Functions such as class registration week, the first week of classes each semester, the Winterim program the annual meeting and the A.L.L. every other year retreat

I want to thank the hospitality committee for their hard work and continued commitment to the committee functions. Thank you to Jodie Tulloch for her continued support.

Beth Thayer, Hospitality Committee Chair

Report from the Long Range Planning Committee 2016-2017

Judy Roettig, Chair, Anne Lawless Croak, Ann Corbett, Sam Yee, Ed Wirtanen, Deb Selkow and Stan Selkow.

In May 2015, the Board of Directors and Long Range Planning Committee attended a planning retreat making strategic recommendations guided by the retreat results. Topics for discussion included Institutional Continuity, Organizational Structure, Operations and Programs, Information Technology/Business systems, and Relationships with other Cape Cod Institutions.

Recommendations addressed by LRPC include;

Maintaining A.L.L. Institutional Memory

Mission Statement – To select, preserve, and make accessible an authentic record of the programs, people and operations of the Academy for Life Long Learning.

Guidelines needed to be developed regarding what files need to be retained based on historical, legal and administrative requirements. Another goal is to archive a historical record of A.L.L. activities. The Long Range Planning committee has taken on this task with the expert help from two committee members, Anne Lawless Croak and Ann Corbett. It has been determined that this is an ongoing project.

Anne Croak is working closely with Rebekah Ambrose-Dalton, Cape Cod Community College Nickerson Librarian and Archivist. A detailed Work Plan is now in place that includes identifying and tracking of documents, photos, and oral histories to be stored in the Nickerson Library. Ultimately, all documents will be digitized and stored by Digital Commonwealth (Mass. Board of Library Commissioners) and will be accessible to A.L.L.

Information Technology/Business Systems

Purpose - An initial priority per the LRPC Ad Hoc report was to review and document at a macro level current business processes being served by existing A.L.L. technology. The desired outcome is a comprehensive, readable and understandable documentation of systems as they currently exist including succession planning.

Information Technology/Business system results were referred back to the Long Range Planning Committee in 2015 for further review. Various areas of operation and complexity were reviewed including website, curriculum catalog production, member registration, accounting and communications. The Ad Hoc committee produced a detailed seven page report of major recommendations approved by the Board in 2016. In the Fall of 2016, a Volunteer Working Group convened to address priority recommendations in the LRPC Ad Hoc committee report. Volunteer members included, Holly Anderson, website, Paula Stefani, registration, Jackie Faulhaber, registration, Henry Tamzarian, curriculum committee, Kerry Arnett, communications and catalog production, Judy Roettig, Long Range Planning (Ad Hoc committee member). At the first meeting, the working group identified curriculum catalog production and registration processes as high priority issues.

The catalog production process has been completely reworked by Holly Anderson, Henry Tamzarian and Kerry Arnett. All devoted significant time and effort to this major project. Coordinator course proposal information intake on the website now flows into an editing document that also captures, classroom, room capacity, day and time, coordinator bio and myriad other critical data for review by the curriculum committee (jGrid application). That data, after editing, is then uploaded to an Excel spreadsheet and sent to the publisher for catalog production. Holly has also created a training manual for new committee members. Many of the time consuming manual processes have thus been eliminated or refined.

The Working Group is beginning to review the much improved registration process with Paula Stefani and Jackie Faulhaber. The current software, Microsoft Access, needs further review as well as what other software options might be available. Jackie plans to make sure a manual is written to train new volunteers.

Other items addressed by the Board

An active Finance Committee and chair including Treasurer

Financial reports, chart of accounts and Board reports have all been revised to reflect current operations and status of A.L.L. finances. Emphasis has been transparency of operations, timely reporting and appropriate checks and balances

Election timeline – lead time for Board Member transitions

The changeover to new incoming Board members begins in May and will be completed in late June. The purpose is to effect a smooth transition for incoming Board members allowing them to learn from their outgoing counterparts. By-Law changes were proposed and passed in August of 2016.

Next Steps

This Fall the Board, Long Range Planning Committee and invited guests will meet to review the remaining high priority issues from the 2015 Retreat. Discussion results and recommended solutions will be reviewed by the Board for action, timeframes and what committee will undertake those priorities.

I want to thank all the volunteer committee members and the Board who participated in these collaborative accomplishments.

Respectfully submitted,

Judith Roettig, Long Range Planning Committee Chair

	Action Item	Status	Comments
September	<p>Informational interviews with digitization/archive specialists, members of ALL who have worked on this project, and independent research to discover best practices around: Resources, metadata, permissions, oral histories</p> <p>Identify Stakeholders within ALL and outside who can help with project</p>	<p>Completed</p> <p>Completed</p>	<p>Was directed to Check list for Archives in order to articulate purpose/parameters of project. Filled this out and submitted to LRP group in January.</p> <p>Met with Simmons College former assistant archivist and made contact with Cape Cod Archivist and CCCC library staff</p> <p>Created a list of web resources that could assist with project</p>
October	With Ann and Jim L. and others, create list of early members of ALL and begin scheduling interviews	Completed initial list	<p>This should continue to be updated based on ALL member suggestions</p> <p>Began meeting with long time members</p>
October/ November	<p>Conduct interviews with early ALL members</p> <p>Begin sorting and organizing print materials by category and date to prepare for digitizing and /or for storage wherever they will eventually call home</p>	<p>Interview conducted at Mayflower</p> <p>Upon meeting with CC archivist, determined that the collection would be housed in the CC archive Located in CCCC library. As such, collection will eventually be considered for digitization as part of the Digital Commonwealth project.</p>	<p>Interview on flash drive and delivered to Archives</p> <p>Met with CC Archivist and CCCC reference librarian Rebekah Ambrose-Dalton who helped identify items that should be collected. (See notes for February)</p> <p>*Important to keep in mind that the Digital Commonwealth project is subject to federal funding and we may need to revisit this at some time in the future if that funding disappears. In the meantime, the collection is being preserved in its original state in an archival setting.</p>
December	Create guidelines for what should be kept going forward - records management type recommendations?	Still needs to be addressed	See May action items
January	<p>Submit article to ALL newsletter soliciting materials that individuals might have</p> <p>Begin developing mission statement.</p>	<p>Completed</p> <p>Completed and Approved at February LRP meeting</p>	<p>Article resulted in contact with long time ALL member who had several year's worth of material</p> <p><i>To select, preserve, and make accessible an authentic record of the programs, people and operations of the Academy of Life Long Learning</i></p>

Report from the Policies and Procedures Committee 2016-2017

The Policies and Procedures Committee operates under the authority designated by A.L.L.'s Bylaw, Art. 5. Section 7. The Bylaw mandates and authorizes the Committee to write and maintain a manual of Policies and Procedures for A.L.L. Board members, Committees and Officers, approved by the Board.

I agreed to chair the Committee in July, 2016, taking over for Joan Emery. Joan was kind enough to sit down with me to go over the entire Manual, section by section, with explanations and ideas of things that needed to be done in 2016/2017. It was extremely valuable to have her guidance and ideas, to begin the job of updating the Manual.

Since beginning the job there have been many interesting unexpected challenges to the job including making up new manuals for many of the board members who said they had never seen the Manual before and for whom existing manuals could not be found. Beth Thayer was very helpful in making up new manuals. We also needed to make new labels even for existing manuals since some committees had changed their names and some manuals had no tabs/labels for committee sections. That was completed within the first couple of months.

Immediately upon taking over the committee I began meeting with officers and committees one by one to review the P&P pertinent to each and to make necessary changes. We quickly discovered that there was no existing copy of the Manual on the office computer and no updated copy of the Manual on CD's after 2010. However, the paper copies of the Manual did have some revisions after that date. So the office administrator Kerry, began using the 2010 version on disc and updating by making any changes and adding amendments from the paper Manual to put the latest Manual P&P on the hard drive of the computer. That process is ongoing and very tedious, but Kerry forges ahead with it.

In the interim, I have continued to meet with officers and committees to make revisions and amendments and to take them one by one to the Board for approval. Each committee meets to confirm its mission, its goals and its objectives to begin. The P&P for that committee are then reviewed and discussed and amendments are suggested. The committee chairperson then meets with me to draft the changes. After being typed by Kerry the changes are submitted back to the chairperson for review and to the President for his review and input. After these reviews the committee chair accepts or disputes the new recommendations. After resolution, the finalized P&P are typed and e-mailed to the board for review prior to the Board meeting. Discussions take place at the board meeting and after any additional changes a motion is made and passed to make the amendments to the policies and procedures. At this point the amendments cannot be recorded in the Manual until the typing of the original rules is completed. At that point the Manual will be updated to 2017.

Thus far amendments have been completed and passed by the Board for the President's P&P, for the Vice-President's P&P, for the Clerk's P&P, and for the Communication Committee's P&P. The Curriculum Committee and the Special Events Committee have both made amendments and are in the process of presenting them to the Board for approval.

Kerry continues to diligently pursue typing of the old Manual to be ready for adding the amendments. I hope to see that completed in the next month so that amendments passed can be initialed and added to the Manual. We will then continue to work on the rest of the P&P for remaining Committees and sections. I hope to have that completed by May, 2018.

Leslie B. Mathis, Policies and Procedures Committee Chair

Report from the Special Events Committee 2016-2017

Members of the Special Events Committee this year have been: Donna Northrup, Aimee Silberman, Susie O'Brien, Kay Murphy, Bill Ray, Helen McWilliams, Judy Bell, & Diane Hoover (She arrived on our committee in March 2017.) The committee was chaired by Claire Briand. We have met almost once a month (excluding June, July, and December). The Special Events Chairperson has also attended monthly board meetings.

Our events have been/are as follows:

- 1) A fall bus trip to Plymouth Plantation had to be cancelled due to low enrollment.
- 2) Barnstable Comedy Club Outing, "Bye Bye Birdie," followed by dinner at Barnstable Tavern, organized and led by Special Events Committee member, Aimee Silberman.
- 3) Lecture by Dr. David Bisno, "The Strauss Family – History & Music," including the showing of the film "Gloomy Sunday. During the break Linzer tart-like cookies were served, as per David's request
- 4) Bus trip to Huntington Theatre in Boston to see "Top Dog/Under Dog," Wed. matinee, 3/29/17 Thirty-eight people participated in this event.

In addition, there were a few lectures/talks done by ALL Coordinators, et al.

Sept. 21, 2016 Stu Goodwin

"Civilian Response to Active Shooters," by CCC campus Officer Patrick Logan, done in two parts: 10/18/16 & 10/26/16

Upcoming:

April 25, 2017 trip to Whydah Museum in Yarmouth was planned. Everyone was responsible for their own transportation. We had a \$10 group entrance admission.

May 17, 2017 - A bus trip to New Bedford – NB. Whaling Museum (guided tour) followed by a tour of the Rotch-Jones-Duff House & Garden.

September 20, 2017(tentative date) – We are in the process of planning a lecture and slide presentation on Japanese prints.

The Special Events Policies & Procedures has recently been updated by the Special Events Chairperson and Leslie Mathis, Chairperson of Policies & Procedures.

Claire Briand, Special Events Chair

Report from the Nominating Committee 2016-2017

Chair, Paul Arnold: Members: Kate Lathrop, Mary Joyce, Aimee Silberman, Susie O'Brien, Sandra Piver, Ed Wirtanen

This committee met in September for the purpose of finding nominees for the Board of Directors. Four nominees filed papers in April and were voted onto the Board by acclaim. The new Board members are Lew Taylor, Marilyn Nouri, Diane Hoover, and Diane Tattersall. The new Board will have thirteen members.

Paul S. Arnold, Nominating Committee Chair