

Lifelong Learning Institute
at
Waubonsee Community College

Annual Report
to the
LLI Membership
July 2021 – June 2022

June 7, 2022

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Report of the President

The 2021-2022 year continued to provide challenges for Lifelong Learning. A huge thank you to our facilitators, volunteers, and leadership team for the willingness to successfully adapt to the changes due to the pandemic. I hope all members have been able to take advantage of the available learning experiences in some format.

2022 marked twenty-five years for Lifelong Learning at Waubensee Community College. Large scale celebrations were cancelled; however, smaller events were able to be held. Our first social event since the onset of COVID-19 was our annual Coffee Klatch which became an outdoor gathering at Wheeler Park in Geneva. Members in attendance enjoyed fellowship, food and played a 25th Anniversary bingo game. Although the annual Holiday Luncheon needed to be cancelled, a smaller Holiday event was held on campus. Participants were able to recognize our 25th anniversary with birthday cake and song.

In July the Board approved moving \$2036 from general operating funds so that the LLI Scholarships could be maintained at the same level as the previous year. This move was necessary since the contribution from the College Bookstore was not available due to the cancellation of LLI's participation in the RUSH activity. A total of four scholarships were awarded: LLI Founders Scholarship (\$1000) and three LLI Scholarships (\$650 each).

The 2021 Fall semester courses were held following the protocols established by WCC. Fortunately, the Spring semester brought a return to in-person courses at the Sugar Grove Waubensee campus.

The subject of online registration has been a challenge for many years. In July 2021, the Board formed an Online Registration Committee (ORIO) to work on the implementation of online registration for Lifelong Learning. The CourseStorm registration process was successfully implemented in January 2022. This was an exciting change and was well received by the membership. Online registration saves volunteer time and finances since a catalog no longer needs to be printed and mailed each semester.

Following much discussion, the Board voted to approve a policy for compensation for Outside Speakers/Guest Presenters to be implemented Fall 2022. It is the hope that this will provide opportunities to obtain speakers to enhance a course or present a topic of interest to members.

Lifelong Learning thrives due to our wonderful volunteers. Thank you to everyone who so willingly share their time and talents with our organization. Although the future may continue to bring challenges, the supportive membership will continue to be the strength that maintains Lifelong Learning's success.

Respectfully submitted,

Mary Ann White
President

Report of the Vice President

As Vice President, I had the privilege of supporting President Mary Ann White in her leadership of LLI in this 2021-2022 fiscal year. I was available to chair Board meetings in the president's absence, but was not called upon to do so.

I chaired the Guest Presenter/Outside Speaker Ad Hoc Committee. The committee's objective, provided by the Board, was: "To identify all procedures necessary to successfully implement the Guest Presenter/Outside Speaker compensation policy."

Committee members consisted of Ceil Carey (representing facilitators/organizers), Andi Danis (representing the Curriculum Council) and Mary Maiers (representing the Board).

The committee met during February and March 2022 and formulated all procedures related to this policy implementation, including communication to both facilitators and membership. This information was provided to both the Curriculum Council and Board. Approval to dissolve the committee was granted by the Board at its April meeting.

Respectfully submitted,
Mary Maiers

Report of the Secretary

During the current LLI fiscal year, I recorded the official minutes of all LLI Board meetings held to-date, and anticipate recording the minutes of the June 10, 2022 Board meeting.

An electronic copy of the official minutes with attachments will be maintained in a secure manner on the X drive in the LLI office.

Respectfully submitted,

Kim Carew
Secretary

Report of the Treasurer

Each month Waubensee Community College (WCC) provided the Treasurer with financial reports showing all revenue received and expenses made by WCC on behalf of the Lifelong Learning Institute (LLI).

The Treasurer analyzed the WCC reports and compared them with the items approved by the LLI Board. Any inconsistencies were resolved.

Treasurer's Reports were prepared each month and presented to the Board. These reports show the revenues and expenses for that month and the balance of funds for the previous month and year.

LLI transferred \$2,950 to the WCC Foundation to fund our Founders Scholarship and three other LLI scholarships.

Several years ago, the Board initiated a program which encouraged LLI members to make donations to the LLI Scholarship Fund. Since inception, our members have donated \$12,360 in this manner. Because of COVID-19, this program was temporarily suspended this year.

In previous years, LLI has held our Rush fund raisers for the Scholarship Fund at the beginning of the spring and fall semesters. Those fund raisers generated \$2,000 each year. Unfortunately, we were not able to do those fund raisers this year because of COVID-19. We hope to restart those fund raisers when the impact of COVID-19 allows.

LLI implemented a new electronic registration system (CourseStorm) during the current fiscal year. This effort was one of the most important projects ever implemented by our LLI. CourseStorm had a significant effect on the way WCC handles LLI's finances. LLI worked with WCC staff to ensure the financial aspects of the new system were properly managed.

We thank WCC staff for handling this transition in a professional manner.

Financials to date (07/01/2021 to 03/31/2022):

07/02/2021 Balance:	\$100,730.68
Year to date revenue:	\$13,871.34
Year to date expense:	\$13,604.72
03/31/2022 Balance	\$100,997.30

Thank you to Dora Soto, our new Liaison, and to other WCC staff for their support of LLI.

Respectfully submitted,

Jay Labelle
Treasurer

Report of the Curriculum Council

Curriculum Council Members

Andi Danis – Presiding Member (February 2022 – June 2022), Proposal Coordinator, Board Representative, CEC non-voting member (August 2021 – June 2022),
Laurel Gehrke – Trip Coordinator
Dick Larson – Roundtable Coordinator, Board Representative, CEC Co-chair
Paul Mantsch – Recorder, CEC Co-chair
Jane Powell – Evaluation Coordinator, Board Representative
Gail Tattersfield – Evaluation Coordinator
Jan Mayer– Facilitator Assistance Bureau (FAB)
Carolyn Sackett – Facilitator Assistance Bureau (FAB), Board Representative
Ruth Harmon – Presiding Member (July 2021 – December 2021), Board Representative (July 2021 – December 2021), CEC non-voting member (July 2021 – December 2021), Facilitator Handbook Coordinator

Curriculum Council Volunteers

Betty Williams – Facilitator Packets
Kathy Wass – Catalog Typist (through Fall 2021)

WCC Liaison

Kim Forney (July 2021 – December 2022)
Dora Soto – (March 2022 – June 2022)

Responsibilities

- Reviewing and recommending Board approval of proposals for courses, guest presentations, outings, trips and discussion groups
- Reviewing evaluations from courses, guest presentations, outings, trips and discussions groups
- Mentoring current and potential facilitators through personal contact, roundtables and Facilitator Assistance Bureau (FAB)
- Scheduling and hosting Roundtable events for facilitators.
- Provide oversight and support for the Curriculum Expansion Committee (a standing committee of the Curriculum Council)

Accomplishments

- Reviewed and recommended Board approval of curriculum proposals
 - Fall 2021 catalog – 26 proposals edited and prepared for catalog
 - Spring 2022 catalog – 26 proposals edited and prepared for catalog.
 - Summer 2022 catalog – 12 proposals edited and prepared for catalog
 - Fall 2022 catalog – 19 proposals received and in process
- Two Roundtables were held:
 - On October 22, 2021
 - On April 1, 2022, on Zoom
- Two FAB workshops were held:
 - A *Nuts and Bolts* workshop was held on October 22, 2021, to provide hands-on experience with tech and office equipment.

- A workshop *Winter Escape* on February 25, 2022, was held to encourage and train new facilitators.
- Maintained personal contact throughout the year with 48 facilitators
- Prepared articles for the LLI newsletter (fall, winter, and spring)
- Maintained the Facilitator Guide with updates to be uploaded to the LLI website
- No trips or outings were held because of the COVID-19 pandemic.
- Curriculum Expansion Committee (CEC):
 - Prepared guidelines for guest presenters and outside speakers
 - Prepared guidelines for discussion groups
- Prepared course listings and input all details into CourseStorm for Spring 2022 and Summer 2022 course terms as part of the Course Proposal process
- Assisted facilitators in setting up CourseStorm accounts and accessing their course features as part of the Course Proposal process

Respectfully submitted,

Andi Danis
Presiding Member

Report of the Member Communications Manager

The Member Communications Committee is comprised of two Standing Committees:

1. Membership Relations, Chair Ann Hastert.
2. Newsletter, Chair Mary Maiers. Committee Bobbie Brown, Sue Foody, Margie Groot.

Member Communications Manager, Beth Johnson

Purpose: to oversee and coordinate the activities of individuals filling positions on the two Standing Committees.

Accomplishments:

- a. Updated the Volunteer Opportunities flyer
- b. Updated the Member Handbook as required
- c. Participated in the general business of the Board. Attended monthly Board meetings.
- d. Distributed updated Member Directories to Board and Curriculum Council members in October and April
- e. Mailed thank-you letters to guest presenters
- f. Whole committee developed member retention survey in October 2021 to past members who did not renew membership in the last two years
- g. Whole committee developed member survey in May 2022 to current members
- h. Worked closely with the Online Registration Oversight committee to develop eblasts to members

Membership Relations

Purpose: to effectively communicate relevant information to LLI members

Accomplishments:

- a. Maintained a current Distribution List (DL) of active LLI members. Updated in September and March.
- b. Sent eblasts to members as required.
- c. Mailed cards on behalf of LLI to various members to express sympathy, get well and recognition.
- d. Mailed welcome letters, name badges, LLI bookmarks and Member Handbooks to the new members.
- e. Maintained the LLI website by sending updated documents to WCC.

Newsletter Editor

Purpose: to publish quarterly newsletters to members, informing them of a wide variety of LLI news.

Accomplishments:

- a. Prepared newsletters for September 2021 (25th Anniversary Commemorative issue), December 2021, March 2021 and June 2021. Content included reports from the President and Curriculum

Council, highlights of various classes and offerings, volunteer opportunities, Book Nook, creative writing contributions, memorials, member interviews and special interest articles.

- b. Adhered newsletter content to WCC Style Guide and WCC Branding standards
- c. WCC printed the final versions
- d. Newsletters were distributed via eblast and USPS for those without email. Each newsletter was also posted on the LLI website after distribution.

Respectfully submitted,

Beth Johnson

Report of the Social and Community Outreach Manager

Christine Hepinstall – Manager
Ceil Cary – Community Liaison Chair
Carole Woods – Social/Hospitality Chair
JoAnn Gryder – Gift Membership Coordinator
Gary Krueger – Brochure Coordinator
Donna Wawrzyniakowski – Flag Coordinator

Accomplishments

1. Outreach visits into the community restarted in the summer of 2021. Book club visits, in-person and remotely via Zoom as they requested. A YouTube video and a recorded LLI message has been developed and distributed to the organizations following their guidelines. The return of community events like Senior Fairs is beginning to be noticed by the committee. A tin of mints with Lifelong Learning Institute across the top is ready for distribution. Ceil is working on ways to spread the opportunities of LLI facilitating and learning in your town today; she's waiting to hear from you.
 2. The new LLI Brochure, developed by Gary with the help of WCC Marketing, was printed last winter. Photographs of members in Summer 2021 fill the pages. One hundred brochures were printed and distributed to local libraries, churches, and park districts. The second printing was done this spring. Pick one up at all LLI Social events. They are also available in the LLI office. Plans to revise the brochure with new pictures of summer and fall activities 2022 are in the works.
 3. Donna developed the new LLI flag with some help from Emily Rollins from WCC Marketing. It will be a visual marker to identify LLI at Senior Fairs and our own social events. Members will know that they have reached the location where friendship and learning begin.
 4. Gift Membership is an opportunity for a member to give a friend or family member the gift of learning. Your daughter is turning 50? Neighbor asking where you're going all the time "*to class*"? Give the gift of Membership for \$25 and go together next time. At this time, applications can only be mailed in. JoAnn will be developing ways of distribution.
 5. Social events have been a challenge for Carole and me with Covid but we adjusted our plans to meet membership and government limitations.
- ❖ Coffee Klatch took place outside for the first time in many years. On August 18th, a sunny Wednesday morning, thirty-three members shared coffee and donuts under a shelter in Wheeler Park, Geneva. This was also the celebration for the 25th Anniversary of Lifelong Learning Institute. It was the first time LLI Bingo was played. Members played along to answer questions in a combined effort to win prizes and tell stories of the past. Great delight was shared by all seeing friends for the first time since the start of the pandemic.
 - ❖ Holiday Party was more challenging because planning begins six months before the date. The luncheon was planned in Summer 2021 when it was thought life would soon return to normal. By October, the number of guests was uncertain, and a smaller venue was planned. By December there was doubt anyone would come. Waubensee offered a banquet space that allowed for distancing and

refreshments. The Holiday Party was held on December 8th. Cake and coffee were served. Forty-four members joined the social committee in singing *Celebrate*, by Cool and the Gang. Special words by JoAnn, to again celebrate the 25th Anniversary of LLI. Familiar songs of the season closed the day.

- ❖ Roundtable, an event for facilitators was planned for April 1st. It was a well-attended event for Curriculum Council; 18 meals were served. COVID forced WCC to reduce many services LLI has used in the past. An outside venue was used for refreshments, but we are planning to return to campus services as soon as they are available.
- ❖ Spring Luncheon and Annual Business Meeting planning are well under way. Venue, menu, program, invitations, on-line registration have been written and rewritten to make the day seamless.
- ❖ Membership Information and Volunteer Luncheon had to be postponed due to the pandemic.

Respectfully submitted,

Christine Hepinstall

Report of the Operations Manager

As I wrote to you last year, we believed then that sometime in 2020/2021 LLI would be changing from our manual paper and pencil registration system to an on-line registration system. Well, that happened in 2021-2022.

The ORIO committee, which both Kim Carew and I served on, representing Operations, met for months to shepherd in the new online platform. Reports detailing the work that ORIO did have already been submitted to the Board.

With the retirement of the old registration system and the launch of the new online system, this was a year of **major transition** for Operations.

First, since the course catalogs are now presented to the membership on the LLI website for each term, the printed catalogs have been curtailed. Thank you to Marsha Carter for her contributions as Catalog Chair.

Second, because the printed catalogs are no longer mailed and other items, the Mailing Committee activities have been reduced to just a few mailings per year. Ballots, for example, will still be mailed.

Since there will always be a need for the registration, that function will remain under Operations, at least for now. Kim Carew remains as Chairperson.

While the main transition to registration is complete, the transition to obtain registration reports, registration history and other data is still being worked on by Operations and Technology.

To all the volunteers in Operations, thank you for your time, energy, and commitment. We could not operate without you.

Respectfully submitted,

Kent Hayward

Report of the Technology Manager

Online Registration Project Summary

In June 2021, the decision was made to pursue CourseStorm as the online registration platform for LLI. A project was initiated with support of WCC's Dr Jamal Scott, Doug Minter, Darla Essalih, and Terence Felton. Dick Sackett and Bill Doeden joined them to form the project Steering Committee.

An LLI Core group consisting of Kim Carew, Bill Doeden, Kent Hayward and Dick Sackett was formed with responsibility for understanding, evaluating, customizing and implementing the platform as a functional online registration system. In addition, their role, in concert with Member Communications, included communicating with LLI members on the status of the project, training and timing.

A committee (ORIO) comprised of Kim Carew, Bill Doeden, Kent Hayward, Dick Sackett and Mary Ann White was formed to oversee the implementation.

Early on, it was apparent that the CourseStorm platform had significant shortcomings which needed to be addressed. Numerous test runs using various combinations of input were made in an effort to identify areas which would be problematic for our members. Issues with waitlisting, maneuvering through the site, site labeling and format were identified and workarounds implemented. Where possible, the site was customized to address our registration needs.

Rules governing refunds and check payments were agreed and communicated to membership. A decision was made that LLI would cover CourseStorm's fees for the spring term.

Registration training materials were prepared and distributed to members and facilitators and a course catalog was manually entered into the site.

Once the site was deemed functional, rollout proceeded as follows:

- a. December 2021 – A pilot run, with sixteen participants, was conducted to identify any performance issues. This was followed by a survey of the participants' experiences. Minor issues were identified and addressed.
- b. January 3, 2022 – Registration instructions were provided to members and the platform was opened to enable members to browse classes
- c. January 18, 2022 – Registration was opened but limited to two Zoom classes. Covid guidelines prevented in-person classes.
- d. January 31, 2022 – Registration was opened for the remaining twenty classes. Phone help was available for those encountering difficulty.
- e. April 20, 2022 – Decision was made to add the Spring Luncheon to the site for online registration. The overlapping of the Spring Course and the Spring Luncheon catalogs created new challenges and required new instructions to address the unique requirements of each.
- f. May 24, 2022- The Summer class catalog was opened for registration.

Challenges

- a. Online registration has been an on/off effort for over 4 years
- b. Time required to understand and address CourseStorm's limitations
- c. Platform shortcomings that required workarounds
- d. Testing with combinations of inputs to facilitate member utilization
- e. Pressure to open prematurely
- f. Changing WCC guidelines due to COVID
- g. Moving the help desk to phone help
- h. Training using written and video instructions
- i. Members without computers or computer skills

Lessons Learned

- a. Don't implement before it's ready
- b. Conduct testing which reflects members likely actions
- c. Limit Admin roles to those with registration, financial and technology responsibilities
- d. Identify a project team, assign roles, and designate a project leader
- e. Limit the number of committees
- f. Avoid catalog overlap if possible

Conclusion

The site worked smoothly for the Spring course registration, successfully recording 220 seat registrations on opening day. Minor issues requiring clarification of the instructions were addressed. In total, approximately 389 seat registrations and 31 membership registrations have been successfully completed for spring. CourseStorm's payout process also performed satisfactorily. The site was well received by members who independently registered online and will require less volunteer hours for registration than in the past.

The addition of the Spring Luncheon catalog to the site resulted in overlapping with the Spring course catalog. This required modification of the site to enable registration on either catalog. The necessary changes were made and registration on either catalog was successfully enabled.

To date, 73 individuals have successfully registered for the luncheon.

Registration for the Summer term is underway.

Spring Term Metrics

Seats available – 715

Seats registered – 389

Memberships registered – 31

Total members registering for a class – 168 (as of 3/5/2022)

Total members – 269 (as of 3/5/2022)

Spring Luncheon Metrics

Registrations – 73

Summer Term Metrics (as of 6/2/2022)

Registrations - 159

WCC and Volunteer Time Savings

WCC/LLI Catalog mailing – no longer needed

WCC Student Accounts processing 200+ envelopes reduced to 12

LLI Registration processing 200+ envelopes – no longer needed

LLI Registration printing and mailing confirmation letters – no longer needed

LLI Registration volunteers' time commitment reduced by approximately 60%

Follow-ups for Completion

Technology

- a. Instructions for account access
- b. Instructions for family and friends registration
- c. Instructions for facilitator log-in
- d. Follow-up on CS's cleanup of test registrations
- e. Follow-up on “waitlist” status with CS

Operations

- a. Prepare registration manual
- b. Maintain call log
- c. Clarify and document payout process
- d. Manage the process for outstanding certificates

Technology and Operations

- a. Prepare “How to” instructions for using the platform
- b. Analyze the call log to identify possible platform/process modifications
- c. Conduct an assessment of the platform (pros/cons)
- d. Define ongoing registration/technology relationship

Our thanks to the following additional contributors:

WCC – Sarah Orth, Emily Rollins, Anders Lindell, Ben Hammond

LLI – Andi Danis, Beth Johnson, Ann Hastert, Mary Maiers, Nancy Modery

Respectfully submitted,

Bill Doeden