



MINUTES
VMCTA MEMBERSHIP COMMITTEE
Meeting of July 7, 2021
11:30 a.m. Via Zoom

Committee Member Attendees: Diana Vachon, Chair, Sara Haskins, and Patti Lewis

Other Attendees: None

1. Call meeting to order at 11:37 AM
2. Agenda review and modifications: We all agreed the agenda looks good.
3. Approve minutes from the June 17, 2020 meeting. **MOTION** to approve the minutes as presented by Patti. Seconded by Sara. Passed unanimously.
4. New Business

Membership Committee Organization

- a. Chair/liaison to E-Board, determine our continuing roles. There was consensus that Diana will continue as Chair of the committee. Diana expressed her gratitude for Patti and Sara's outstanding service. And thanked them for signing up to serve for another year on VMCTA Membership Committee. Diana congratulated Patti who submitted her application for Magna Cum Laude certification through the VMCTA. Sara submitted her CMC to the IIMC. Good luck to both of you!
- b. Sara introduced Google Forms, an online registration format. This is an awesome idea. And shows excellent leadership skills by improving the process to join or renew membership with VMCTA and register for the VMCTA Conference and the NEACTC Conference.
 - i. Google Forms for NEACTC conference will be sent to Patti. Patti will go through the NEACTC registration again, to confirm the information is correct.
 1. Is there a deadline to sign up?
 2. Late fee to sign up after that?
 3. What is the Cancellation policy?
 - ii. The set up for the New Membership Renewal Process for the VMCTA members and Associate members is 95% done. Sara will contact Tracy about the PDF form needed to print out and mail in. These forms will need to be mailed to Patti. Patti will log the check number, amount and date into the spreadsheet created by Google Forms. Then mail the checks to Susan.
 - iii. VMCTA Annual Fall Conference form will need to be printed and mailed to Susan McNamara-Hill, VMCTA Treasurer.
- c. Diana will ask the E-Board for clarification on:

- i. When is the membership renewal/join live date?
 - ii. Is there a period when a new member signs up (say July/August) and the membership continues through to the end of the next membership year?
 - iii. How do we transition membership when a clerk steps down or retires?
 - iv. What are the criteria to become an honorary member? What are their benefits?
 - v. What is the clear date to kick people off the listserv, if they have not renewed?
- d. Google Spreadsheet Review: The Google Forms will continually update one spreadsheet in real time. We may add columns and the new information from Google continues to update in the correct columns. Everyone who has the user name and password will have access to this spreadsheet. Sara may be able to set some users to view only. Diana will download the spreadsheet as need throughout the year as a backup. The Associate Members have a separate link and spreadsheet. They can upload their logo in the registration process. This logo file goes to a separate folder in the Gmail account. Our VMCTA webmaster will need access to this logo folder. Diana will look into how to compare the data from different years, possibly merging spreadsheets in the future, for membership data analysis.

5. Other Business/Updates

- a. Listserv – Some members are getting kicked off. It may be a security setting at the user email level. The Listserv pings the emails to see if they are real emails. If the user is active, it is supposed to send a yes response back. If the user email doesn't ping back, they are automatically removed by the listserv. A few users such as Tammy, Patti, John, and another person, have been removed frequently. It only takes Sara 5 seconds to put someone back on. Unfortunately, Sara does not get a notification when a member is removed. The user does receive an email sent from list serv. It can look like a phishing email. But if the user replies CONFIRM VMCTA, they are able to stay connected to the listserv.
- b. Communications –
 - i. Diana will send an email directly to all members, explaining that this pinging email is not phishing and to please confirm if they wish to remain on the listserv. If they are removed, please contact Sara to be reconnected.
 - ii. Diana will handle the membership drive and get all the Town Clerk/Treasurer emails from SoS. She will explain the new sign-up process and direct them to the website to join/renew.
- c. Other Improvements/Ideas? –
 - i. Diana will update the Membership Committee description
 - 1. send to Sara and Patti for input
 - 2. then send to the E-Board for review/approval
 - ii. Implement the ability to pay the membership fees online.

6. Next meeting date: July 15, 2021 at 9:30 AM

Adjourn: 12:36 PM Respectfully submitted by Diana Vachon