

TCOTC Board Meeting August 8th, 2017

Meeting called to order at 7:00 by Stephen Dent

Members present: Ann McKasy, Barb Yanish, Stephen Dent, Anne Schenk, Ben Rimbey, Karen Radford, Mary Steinbauer, Judy Dove

Absences: Kate Anders, Anne Bentley, Jane Jacobsen

Officer & Staff Reports

Managing Director's Report – Anne Schenk – Anne shared the Agility questionnaire results; 17 out of 44 responded. Mostly very satisfied. People like their schedule. High satisfaction with quality of instruction. Facility was the least satisfactory of the responses. Ease of registering may also be an area for improvement.

We had a successful lost dog seminar. About 12 people attended. The presenter is interested in doing it on maybe an annual basis.

Anne is working on a flyball seminar about dog athletics, conditioning, warmup, cool down. The date is November 12th. Anne has a lead on a first aid seminar and may do a seminar on Animals in commercials.

She is looking into customer service and train-the-trainer workshops through the U of M. This may help staff and volunteers with communication. Ann noted that the survey may illuminate issues that we can work on. Anne will have 2 people from the club attend. The board noted that this is great and this is under her purview.

State Fair signups are coming in.

Office Manager's Report – Nanette Malcomson – Not here – Anne noted that her last day is in September. Corrie Barrows will take over some of Nanette's task. We are getting a lot of desk volunteers, maybe due to the website.

Treasurer's Report – Mary Steinbauer – Mary had a couple of comments on sick pay, she has decided not to accrue sick time since most part time staff won't be able to use it. It does show up on the paychecks, but it shouldn't affect the club much financially. So far this year, \$16k worth of vouchers and \$11k worth have been used in agility, so it will be difficult for agility to break even if we don't consider the value of the vouchers. Maybe we can eventually move to a higher pay scale, and less use of vouchers.

Judy made a motion to approve the financials, and Ann seconded. All (Ann, Barb, Stephen, Ben, Karen, and Judy) voted in favor. Motion passes.

New Member List – Corrie Barrows

Ben moved to approve the member list. Judy seconded. All voted in favor of the new member list. Motion passes.

Staff Report – Anne Bentley - absent

Jane Jacobson - absent

New Business

Review of July 2017 TCOTC's Business Scorecard – Discussion

- **Brainstorm ideas to improve our results**
- Karen let the board know that class fill rate is now a combination of agility and obedience. Class fill is also combined. Facility satisfaction was lower this month. Financial detail is now broken out by agility and obedience so we can see if agility is getting closer to break even. We will look at these new numbers and see what information comes out and what the charts are telling us.
- Stephen asked for ideas to improve our results. Karen thought that class fill rate and satisfaction are important measures and wonders if the two areas are related. We don't know if the new member numbers are totally accurate at this point. Ben thinks satisfaction with instructors needs to be in the 90's. Customer service and communication training may be helpful for turning this area around. Ann noted that putting up our values may help remind staff. Mary suggested positive reinforcement training for our students – reward the kind of behavior that we are trying to teach. Stephen suggested having a volunteer of the month to help encourage volunteers. We could put up a picture of the volunteer and their dog. Or we could highlight our volunteers as we are doing in the newsletter.
- Stephen thanked Karen for her work crunching the numbers.

Identify Design Committee Members for front door entrance – Stephen Dent

- **Identify scope, timeline and deliverables to the Board**
- We have 3 people who have volunteered for the committee. Heidi Fisk has some experience in this area. Charlie Leavitt is an architectural lighting. Jim Nally is a mechanical engineer. Stephen thinks that Anne should lead the committee, and she agreed. Barb Yanish would be interested in being on the committee as the board representative. Karen offered to do gant charts and number crunching if the committee needs it. As President, Stephen would also be on the committee. Stephen would like a potential design at the September meeting. Karen offered to help with

writing the scope. Karen added that it would be good to invite the department heads to participate. Ben will join in when he needs to. Karen and Anne are going to work on the scope, timeline and the deliverables.

Action Items: Anne will work on the scope and deliverables with Karen, and then will call a meeting of the committee.

Board Question: Do we want to change our Club norms to allow beer and wine at

Board sponsored events? Stephen mentioned that it would be nice to have it at the staff appreciation dinner. It may be great for fundraising events. It may be problematic in certain cases. It may be opening a can of worms. We may look into doing offsite events, but we will keep the norm for now.

Closed Executive Session

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| Unfinished Business |
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Business Item

Item Discussion

Actions Taken

Future action items

Stephen moves to adjourn. Meeting adjourns at 8:50pm