

Minutes
Ad Hoc Survey Committee
Communication Sub-Committee
May 30, 2018 Minutes

Posting Approved by Carol Lambert Thursday, June 7, 2018 9:57am
Pending Committee Approval

Attending: Jerry Humphrey, Gina Rowsam, Carol Lambert

Six major issues were identified from the list of member survey communication “troublesome issues”:

- Reaching members who do not use email
- Communication in general
- Interaction between members and directors (vertical)
- Communication within the board
- Member participation at Board meetings
- Tracking members feedback

Improving communication with non-email users – the recommendation is to send them a letter what information they want. GVR staff are preparing a quote on this.

There is an ongoing need to survey members with a short list of questions to measure member satisfaction: NRC is preparing a quote on this.

The member survey generated a list of over 25 governance questions that could be used as a FAQ published in either GVRNow! or eblasts.

Next Meeting Date: TBD