**October 15, 2020.**

To:

WISE COUNCIL

Members:

Barbara Groves (Curriculum) Sue Tellier (Finance)

Charlene Nemeth (Nominating) Cookie Nelson (Special Events)

Karl Hakkarainen (Communications; Technology Advisor) Pat Hertzfeld (Secretary)

Monica Gow (Director)

At-Large Members:

Michael Fishbein, Ginny McNamara, Tony Simas, Jennie Savage.

Past Presidents:

Joe Corn, Sue Durham.

Copy: Jill Lagana

From:

Tej Maini, President.

A meeting of the WISE Council will be held on Thursday October 22, 2020 from 9:00 am to 10:00 am, by Zoom Video Conference. The meeting can be accessed at:

https://assumptionwise.zoom.us/j/92168662790?pwd=UGFzc3Q0UU42ZmtKMzliRVJCcTc2Zz09

The agenda and the supporting documents for the meeting are attached. Thank you.

AGENDA

WISE Council Meeting 10.22.2020

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No. | Agenda Items | Responsible | Enclosures | Pages | Time |
| 1. | Approval of the minutes of the meeting held on 9.16.2020. | All | I | 3-6 | 1’ |
| 2. | Mr. Tim StantonVice President for Institutional Advancement Assumption University. | Tim Stanton | II | 7 | 30’ |
|  | Committee Reports1. Curriculum
2. Finance
3. Nominating
4. Communications
5. Technology
 | Barbara Groves |  | 8-9 |  |
| 3. | Sue Tellier Charlene Nemeth Karl Hakkarainen Karl Hakkarainen | III | 10-11101213 | 15’ |
| 4. | Directora) Report | Monica Gow | IV | 14-18 | 10’ |
| 5. | President1. Report
2. Leadership Roles & Responsibilities
 | Tej Maini | V | 1920-32 | 10’ |
| 6. | New Business |  |  |  |  |
| 7. | Adjournment |  |  |  |  |

I.

WISE COUNCIL MEETING MINUTES

September 16, 2020

9:00 a.m.

Executive Committee: Tej Maini, Susan Tellier, Pat Hertzfeld.

Committee Chairs: Barbara Groves, Charlene Nemeth, Cookie Nelson, Karl Hakkarainen.

At-Large Members: Michael Fishbein, Ginny McNamara, Tony Simas, Jennie Savage.

Director: Monica Gow. Past President: Joe Corn.

N.B.: These minutes assume that the prior circulated reports and enclosures attached to the Agenda are incorporated herewith, exceptions as noted.

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Agenda Item | Discussion | Follow Up |
| 1. | Call to order | The meeting via Zoom, was called to order by Tej Maini at 9:07 am. |  |
| 2. | Approval of the minutes of May 13, 2020. | Motion to approve by Cookie, seconded by Charlene. Passed. |  |
|  | Committee Reports1. Curriculum
	* Barbara Groves
 | Barbara summarized her report as submitted. Discussion ensued about need for ongoing online presence even when in- person classes resume. |  |
| 3. | 1. Finance
	* Sue Tellier
 | -Sue provided a summary of the financial report for year ending May 31st. We posted a small surplus.-She also reported on the current financial statement:* Reached 96% of budgeted revenues
* Finance Committee voted to recommend no budget

adjustments until start of C term |

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Agenda Item | Discussion | Follow Up |
|  | 1. Nominating
	* Charlene Nemeth
2. Special Events
	* Cookie Nelson
3. Communications
	* Karl Hakkarainen
4. Technology
	* Karl Hakkarainen
 | Charlene reported the new Committee members: Tony Simas, Donna Crocker, and Bill Forbes.Continue to make contact with members to fill vacancies and committees.See new business below.Karl summarized his report. Readership has dropped off. Need to figure out the best way to reach our membership. Continues with website updates.He has spent most of his time organizing and setting up the Zoom links for classes and committees. Clarified that only members may accesses Zoom links, but need not be registered. |  |
| 4. | Director* Monica Gow
	1. Report
 | a) Monica reviewed key points from her report: - Membership Group formed, headed by Jill. Summer program successful. Expanded Cloud storage. Experimenting with live captioning. |  |
|  | b) Admission Honorary Member | b) See Resolution I below. |

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Agenda Item | Discussion | Follow Up |
|  |  | Motion made to adopt the Resolution to accept Joe Corn asan Honorary Member. Motion made by Cookie, seconded by Tony. Passed. |  |
|  | President* Tej Maini
 | Tej summarized his report as written. |  |
| 5. | 1. Minutes of 8/15/20 Executive Committee
2. Appointments and Terms in Office of The Council, Committees, Groups, and Clubs in WISE.
3. Charters and Memberships of above.
4. WISE Organization.
 | See Resolution II below:Motion made by Karl and seconded by Charlene to approve the report as presented. Passed. |
| 6. | Old Business | None |  |
| 7, | New Business* Cookie Nelson, Fundraising
 | Cookie presented a request to postpone annual fundraising efforts until Spring term.A vigorous discussion ensued; several pro and con items highlighted.Further discussion tabled pending a recommendation by the Development Group, in which the appointment of members is in progress. | Development Group to make recommendation. |

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Agenda Item | Discussion | Follow Up |
| 8. | Adjournment | The meeting adjourned at 10:10 am. |  |

Resolution I:

Resolved that Joe Corn be admitted as an Honorary Member to WISE for fulfilling the requirements for Honorary Membership and his many years of service.

Resolution II:

Resolved that the Documents titled:

* 1. Appointments and Terms in Office of The Council, Committees, Groups, and Clubs in WISE,
	2. Charters and Memberships of Committees, Groups, and Clubs In WISE, and
	3. The WISE Organization,

are approved, and are to be updated as needed, and are to be placed on the WISE Website.

1. Mr. Timothy Stanton

Vice President for Institutional Advancement Assumption University.

### Timothy R. Stanton,

**1 Ayrshire, Cromwell, CT 06416**

|  |  |  |
| --- | --- | --- |
| **Work Experience:****Assumption University** | **Vice President for University Advancement** | **2012-Present** |
| **University of New Haven** | **Associate Vice President for Advancement** | **2007-2012** |
| **Sacred Heart University** | **Director of Development** | **2005-2007** |
| **Choate Rosemary Hall** | **Director of Development & Operations** | **2001-2005** |
| **Hudson United Bank** | **Senior Vice President** | **1995-2001** |
| **Shawmut Bank** | **Vice President** | **1988-1995** |
| **Citicorp** | **Vice President** | **1984-1988** |
| **PHH Group** | **Product Manager** | **1982-1984** |
| **Hartford National Bank** | **Officer** | **1978-1982** |

### Education: Amherst College, B.A- History 1978

**University of Connecticut School of Law, J.D. 1989**

**IV.**

COMMITTEE REPORTS

1. Curriculum Committee

The Curriculum Committee met via Zoom on October 7th. The dates for the academic schedule for 2021-2022 were approved.

The committee reviewed the course proposal form which will go on the website for instructors to use. We made a few changes and will take a final look at the form in November. We also looked at the summer proposal form and debated whether we would have separate forms or one.

The committee recommended that we stay online for C and D sessions. Instructors will be informed and given a choice of whether to teach via Zoom or not. There may be a possibility that the art museum and Audubon classes will be “live” in the D session. While it is our hope that classes will be taught in classrooms in the fall of 2021, the Curriculum Committee recommends that a few courses remain online for the new demographic of members WISE is attracting.

The committee approved many proposals. It looks like C and D sessions will have 14 or 15 classes in each session. A question about an evening class was debated. We also questioned Friday afternoon classes, especially in D session. An alternate schedule was reviewed in the event that we had 16+ courses.

We will welcome three new instructors in the C and D sessions: Richard Bonanno who is an AU professor of Italian in the Classical Cultures Department; Larry Lifshitz who recently retired as a professor at U/Mass Medical School, and The Rev. Dave Woessner, an Episcopal priest, who will offer a course with Rabbi Fellman and Mona Ives on Religious congregations’ response to the Pandemic.

Monica and Barbara will begin work on a C and D schedule for an online catalog to become available December 2; registration will begin January 6th. These dates are a change in the timeline as we used to register in December for classes beginning in February.

The next meeting of the Curriculum Committee will be November 4, 2020.

Barbara Groves, Chair

FALL 2021 - SESSION A

2021 - 2022 WISE Academic Class Dates – *Draft*

Monday: September 13, 20, 27, October 4, 11

Tuesday: September 14, 21, 28, October 5, 12

Wednesday: September 15, 22, 29, October 7, 14 \*no class after 3:00 on the 15th

Thursday: September 9, 23, 230, October 6, 13

Friday: September 10, 17, 24, October 2, 8

FALL 2021 - SESSION B

Monday: October 25, November 1, 8, 15, 22

Tuesday: October 26, November 2, 9, 16, 23

Wednesday: October 27, November 3, 10, 17, Dec 1

Thursday: October 28, November 4, 11, 18, Dec 2

Friday: October 29, November 5, 12, 19, December 3

SPRING 2022 - SESSION C

Monday: January 31, February 7, 14, 21, 28

Tuesday: February 1, 8, 15, 22, March 1

Wednesday: February 2, 9, 16, 23, March 2

Thursday: February 3, 10, 17, 24, March 3

Friday: February 4, 11, 18, 25, March 4

SPRING 2022 - SESSION D

Monday: March 21, 28, April 4, 11, 18

Tuesday: March 22, 29, April 5, 12, 18

Wednesday: March 23, 30, April 6, 13, 20

Thursday: March 24, 31, April 7, 21, 28

Friday: March 25, April 1, 8, 22, 29

1. Finance Committee. *(See attachment on Page 11)*

Minutes from the Meeting of October 14th, 2020

Members in Attendance: Baltej Maini (President of WISE), Monica Gow, Patricia Hertzfeld, Patricia Segerson (Vice Chair), Susan Lippitt, Jane Joyce and Susan Tellier (Chair)

The meeting was called to order at 10:04 am.

* + The minutes of the meeting on September 9, 2020 were approved.
	+ The September, 2020 financial statement was discussed. Overall, revenue is at 100% of budget. The college’s opening balance for WISE was included on the September statements, and was $58.46 higher than we had anticipated. The September financial statement was adjusted to reflect the change.
	+ The investment value for WISE’s investment with Assumption at May 31, 2020 is $35,684.49.
	+ We discussed the refund policy. Tej will send a copy of the current policy to the committee’s members for discussion at our next meeting.

The meeting was adjourned at 10:22 am.

1. Nominating Committee.

The Nominating Committee has begun to review the qualifications and responsibilities for the positions of Vice President and prospective Council members. Several questions have come up and we have agreed to schedule a meeting with Monica and Tej to discuss these issues and solicit their input before making any recommendations. The committee members are demonstrating thoughtful and careful consideration of the process and I am confident we have the right people for the job.

Charlene Nemeth

**INCOME**

**Description**

WISE Financial Statement as of 9/30/2020

**Actual as of 9/30/2020**

 =i -

 - - -

|  |  |
| --- | --- |
| Membership Revenue: |  |
| Membership Fees | $ | 72,415.00 | $ 75,525.00 | 95.88% |
| Summ er Revenue | $ | 13,320.00 | $ 10,000.00 | 133.20% |
| Less: |  |  |  |  |
| Refunds | $ | (100.00) | $ (1,000.00) | 10.00 % |
| PayPal Expense | $ | (1,672.45) | $ (2,600 .00) | 64.33 % |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total Membership Revenue** | $ | **83,962.55** | $ | **81,925.00** | 102.49% |
| Other Income |  |  |  |  |  |
| Annual Fund Drive |  | $ | 323.00 | $ 7,500.00 | 4.31% |
| Overhead from 2019 Refund |  | $ | 5,304.00 |  |  |
| Sp ecial Events Revenue |  |  |  |  |  |
|  | **Total Other** | $ | **5,627.00** | $ **7,500.00** | 75.03% |

**TOTAL REVENUE** $ **89,589.55** $ **89,425.00** 100.18%

**EXPENSES**

, ··.c.:N·Nuii::su DGEr --- -

Personnel

**Description**

**Actual as of 9/30/2020**

2020-2021 ' % of Budget ,

"---- - - - - . - - ·- -- L --..

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Director | $ | 9,735.00 | $ 28,080.00 | 34.67% |
| Office M anager | $ | 8,580.15 | $ 29,250.00 | 29.33% |
| Total Fringe | $ | 1,410.10 | $ 4,385 .75 | 32 .15 % |
| Honorariums for Lecturers |  |  | $ 22,200.00 | 0.00% |
| Total Personnel | $ | **19,725.25** | $ **83,915.75** | 23.51% |
| Operational Expenses |  |  |  |  |
| Wild Apricot | $ | 2,090.19 | *$* 2,174.00 | 96.14% |
| lT Equipment | $ | 1,830.00 | $ 2,400.00 | 76.25% |
| Annual Fund Expenses |  |  | $ 1,000.00 | 0.00% |
| Reprinting with University Logo | $ | 1,505.44 | $ |  |
| Pos t age |  |  | $ 750 .00 | 0.00% |
| Office Supplies | $ | 427.62 | $ 700.00 | 61.09% |
| SIGs and Faculty Lecture Series |  |  | $ 1,280.00 | 0.00% |
| Honorariums for Summer Session | $ | 3,060 .00 | $ 3,040 .00 | 100.66 % |
| **Total Operational** | $ | **8,913.25** | $ **11 ,344.00** | 78.57% |
| Overhead (20% of Total Oper) | $ | 1,782 .65 | $ 2,268.80 | 78.57% |



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TOTAL EXPENSE** | $ | **30,421.15** | $ **97,528.55** | 31.19% |
| **GAIN (LOSS)** | $ | **59,168.40** | $ **(8 ,103.5 5)** |  |

|  |  |
| --- | --- |
| Prior Year Surplus (as of 6/1/2020) | $42,835.88 |
| Tot al Income to Date | $89,589.55 |
| Less: Expenses to Date | ($30,421.15) |
| Fund Balance Excluding Investment | $102,004.28 |

- - - -

In addition, we have $35,000 invest ed with Assumpt ion, the value of which at May 31, 2019 was$ 34,561.24.

11

1. Communications **Committee**

Everyone did what they were supposed to do and did it well. The Bulletin was well-received.

We are updating the website with new content and clarifying procedural material. Our members are using the site more regularly.

Web traffic has increased as the result of the Telegram Assumption alumni articles, leading to several new memberships. We are seeing steady growth of engagement on our Facebook page.

We’ve gained 10 members in the last month, including two in the past week.

1. Technology.

WISE Technology Adviser Report – October 2020

Karl Hakkarainen kh@queenlake.com



Back to school

We have successfully launched WISE as a fully online lifelong learning program. The willingness of WISE office staff, volunteers, and members to experiment and learn has been remarkable. I am deeply grateful for everyone’s good work.

Zoom

We have 15 people who can host WISE classes and meetings, with each class having two or more backups to assist in emergencies. We have an additional five Zoom licenses, allowing us to ensure that we have good coverage for all our classes for the balance of the academic year.

Using the application programming interface (API), I’ve written a program that lets me create web pages with links to all of our courses, meetings, and events, as well as links to recordings of our classes and events. It takes less than a minute to update the relevant pages. I run these updates daily when classes are in session.

Using a web service called Glide.io, I have created a mobile app that provides me with the Zoom meeting information for our courses and events. I have a bit more work to do on it before making it more widely available.

I am storing my code on GitHub, a repository used by many programmers. No WISE data is stored on any public site, just the code without specific access keys.

Email

(This paragraph is unchanged from May 2019.)

The email situation remains about the same. Open rates for our Bulletin and blogs remain in the 50-60 percent range. Emails sent directly to members regarding courses and general WISE activities have an open rate around 70 percent. That’s better, but still a bit of concern. I’ve had discussions with the Communications Committee and others with the plan to streamline our messages, hoping to make them more usable.

Miscellany

On October 15, 20 people attended our WISE Technology Infrastructure Workshop, where we covered our use of Wild Apricot, Zoom, MailChimp, Glide.io, and other services, as well as some of the programs mentioned earlier.

Usage reports

Members continue to use whatever computing devices they have at the ready. About 45% of our readers use mobile devices to read their email. Somewhat less, 35%, access the website and courses with phones and tablets.

**IV.**

Director’s Report

* 1. WISE is planning to continue offering educational and club programming online in 2021 Sessions C & D.
	2. Membership update - 317 Members
		+ 285 FTE members
		+ 56 new members this Fall
	3. Planning for 2021 Spring Sessions C & D to be online
	4. WISE - earned media opportunities
1. Worcester Telegram Article, published Sept 24, 2020

“WISE Senior Learning Program Takes to Zoom During Pandemic”

1. WISE promotional interviews on two radio shows
	1. Oct 7th - 830 AM WCRN Hank Stolz

“Talk of the Commonwealth” Interviewed WISE Instructor Jack Ross

* 1. Oct 8th - 91.3 FM WCUC Troy Tyree Interviewed WISE Director, Monica Gow
1. Upcoming - One complimentary promo Ad on WCUC 91.3 FM
2. Oct 4th - Worcester Telegram article - WISE Instructor Helen Whall’s

“Pandemics in Shakespeare’s Day”; topic of Shrewsbury Zoom Talk (Mentioned WISE twice)

1. WISE Ad in AU Newsletter to all alumni
	1. Upcoming promotional WISE Zoom sessions
2. 10/21 Book Talk - *Ghosts of Martha’s Vineyard*, Thomas Dresser
3. 12/5 Book Talk - *In Isolation*, Carole Gariepy
4. 12/15 Photography Show - Doug Johnson
	1. Continuation of collaboration
5. City of Worcester/Worcester Senior Center Initiative, Channel 192
	1. Ben Railton’s course - American History in Five Songs Running in October 2020
	2. Jack Ross’s course Law of Pandemics Scheduled for January 2021
	3. Briarwood
6. Ben Railton’s - American History in Five Songs Course - Session A
7. Martha Chiachiaro’s - The Leaders of the French Impressionists - Session B

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Membership Group Meeting Report

OCTOBER 13, 2020

Jill Lagana, Office Manager-Coordinator Monica Gow, Director-Member

Mohan Korgaonkar-Member Christine Johnson-Member

WISE Twitter link https://twitter.com/WISEinWorcester

WISE Facebook link http[s://www.facebook.com/WISEWorcester/](http://www.facebook.com/WISEWorcester/)

WISE LinkedIn link http[s://www.lin](http://www.linkedin.com/company/wise-assumption?trk=public_profile_topcard_current_company)ked[in.com/company/wise-assumption?trk=p](http://www.linkedin.com/company/wise-assumption?trk=public_profile_topcard_current_company)u[blic\_profile\_topcard\_current\_company](http://www.linkedin.com/company/wise-assumption?trk=public_profile_topcard_current_company)

Updates from September:

1. Administrative: Review the updated New Member Guide to make sure it includes all of the important points pertinent to the new WISE members. Please email any suggested edits to me over the next month.

Updates:

* 1. Jill updated guide to include more Zoom link website page & recordings info
	2. All reviewed and made edit suggestions
	3. Group agreed to add social media links to the guide and Logging in
1. Retention: Call some new members to check in on their experience and refer them to the WISE website calendar for meetings & events, WISE Facebook & twitter accounts, and taking note of any good experiences, concerns or suggestions.

Updates:

* 1. Basic Email & Website Navigation tips sessions
	2. Website calendar updated, CA’s refer members to website calendar
	3. Mohan sent outreach email to recent medical community retirees, in process (two responses so far)
	4. Christine sent emails to recent ed. field retirees, in contact with MTA and recent education field retirees. She is in the process
	5. of contacting the Executive Directors of MASS and MASC
	6. Jill sent emails to recent members with no profile background info
	7. Direct new members to CA’s & Coffee Breaks for Zoom tools help
1. Outreach Follow-up: Continue to follow-up with contacts to see if any solid leads surface for free advertising, social media or email newsletter exposure, potential interviews or articles.

Updates:

* 1. T&G article resulted in 5 new members and 2 inquiries
	2. Boston 25 News requested a TV interview story (scheduling in process)
	3. October Free Event was shared to 52 libraries via email. 3 libraries via mail. Follow up emails will be sent along with 2 email blasts to over 1K contacts
	4. Invited 2 inquiries to visit a class; one joined WISE as a full year member
	5. AU newsletter mentioned with link 9/28/2020 resulted in 2 new members
	6. Hudson Senior Center mention in newsletter resulted in 2 new members
	7. Northborough Senior Center mention in email resulted in 1 new member
	8. Facebook share to Worcester community page resulted in 1 new member
	9. Hank Stolz to interview Jack Ross for radio show 105.3fm/830am
	10. Monica will be interviewed for radio show 91.3 with complementary radio ad announcement, thank you to Mohan for that initial idea and Lee Morin’s introduction
	11. Monica working with Worcester City Manager’s Office & Worcester Senior Center to facilitate WISE content for broad distribution and exposure
	12. External outreach campaign resulted in 12 new members
1. Internal Outreach: Monica & I will continue to meet with and guide the struggling returning members on becoming reacquainted with the WISE program in our online format. We will also continue to coordinate some free lectures to our members & any guests.

Updates:

* 1. Ghosts of Martha’s Vineyard Book -Free Event scheduled for October 21st at 1pm
	2. Coffee Break sessions & Email/Website Sessions marketed to targeted groups
	3. Member Spotlight Artist & Writer Doug Johnson scheduled for December 15th
	4. Author of Isolation themed book Carole Gariepy scheduling for December 8th
	5. Helen Whall’s T&G article mentioned WISE 2x and was shared to membership Oct 4th

Internal outreach campaign resulted in 17 members:

* Returners (expired members list): 7
* Summer (summer 2019 & 2020 list): 6
* internal referrals (Instructors were asked to reach out to 1 colleague/neighbor): 4

Goals for the next month:

1. Continue to share WISE via Social Media outlets
2. Continue with follow ups for external outreach activities
3. Continue to reach out to new members
4. Continue to target groups of members who need help and direct them to assistance opportunities
5. Market free lecture events via email for October & December within MA and outside of MA
6. Mohan will research cost & logistics to join Worcester Chamber of Commerce for 2021 at a nonprofit or other level. As a 200-year-old entity, the outreach possibilities are endless.
7. Christine will follow up with MTA, MASS and MASC organizations
8. Monica will reach out to Worcester Magazine and other media outlets. Would like to get some press in Boston area.

**V.**

President’s Report

1. The membership data are encouraging. These numbers would not have been possible were it not for:
	* Monica Gow and her relentless marketing efforts with her outreach endeavors, newspaper articles, radio station interviews & WISE bulletins.
	* Jill Lagana and her Management Group making strides in various directions to help increase membership.
	* We are grateful to them for all their hard work.
2. The financial data remains healthy.
3. The Curriculum Committee remains actively involved in designing the curriculum for the Spring Semester.
4. The Nominating Committee is making progress in the new members understanding their roles.
5. Karl Hakkarainen needs to be commended for his tireless efforts in making WISE current with the latest technologic advances & the incredible changes that have been made on the WISE Website.
6. The ‘Leadership Roles & Responsibilities’ document, which had been previously approved by the WISE Council on November 13, 2019, is presented again with changes that reflect the new responsibilities of the Director & the Office Manager. The document has been approved by our Director.

# WISE

**Leadership Roles & Responsibilities**

# Academic Year 2020 - 2021

## TABLE OF CONTENTS

|  |  |  |
| --- | --- | --- |
| No. | Item | Pages |
| 1. | Introduction | 22 |
| 2. | President | 23 |
| 3. | Vice President | 24 |
| 4. | Treasurer | 24 |
| 5. | Secretary | 25 |
| 6. | Members of the CouncilAt-Large Members of the Council | 25-26 |
| 7. | Chair of a Committee & SubcommitteeCoordinator of a Group | 26 |
| 8. | Vice Chair of a Committee or SubcommitteeAssistant Coordinator of a Group or Club | 27 |
| 9. | Recorder of a Committee, Group or Club | 27 |
| 10. | Director, WISE | 28-29 |
| 11. | Office Manager, WISE | 30-32 |
| WISE Council Approval | 32 |

INTRODUCTION

## “Fostering a culture of teamwork, acknowledgment, respect, inclusivity, transparency & participation.”

This is a theme that is repeated throughout these documents & is a credo that is to be communicated by the WISE leadership to all members & embraced by every member of WISE.

1. An effort has been made to clarify the roles that volunteers play in their leadership roles at WISE, so that:
	1. There is no ambiguity in their roles & responsibilities.
	2. There are clear lines of authority.
	3. The streamlining of processes is enhanced.
	4. The membership is better informed, so that potential leadership candidates are identified & will volunteer.
	5. The expectations of the salaried members of the WISE Leadership Team, as well as what WISE expects of them are clarified.
	6. Developing an institutional memory will make the future hiring of personnel, a much easier task.
	7. I will make the task of getting more people volunteering for leadership roles easier.
2. These are living documents & they will change when Information Technology advances or when circumstances so demand it.
3. The rollout will include the following people & the message will need to be repeated in a clear, consistent & unified manner by:
	1. The Director and the Office Manager.
	2. The Members of the Executive Committee.
	3. The Committee Chairs.
	4. The At-Large Members of the Council.
	5. The Sub Committee & Group Coordinators.
	6. The Communications Committee via the various tools at its disposal, including the Website.
4. The message will consist of the material in the document titled: “Leadership Roles & Responsibilities”.

## LEADERSHIP ROLES & RESPONSIBILITIES

1. PRESIDENT.

TERM: Two years.

DUTIES & RESPONSIBILITIES:

* 1. Represents WISE within the Assumption University organization & works with the University President to fulfill the WISE mission.
	2. Ensures that the WISE organization complies with the Policies of Assumption University.
	3. Ensures that the WISE organization functions within the scope of its Bylaws & policies & fulfills its strategic imperatives.
	4. Appoints the Committee Chairs, Group & Club Coordinators & ensures that their terms of office are in keeping with the WISE Bylaws.
	5. Functions as Chair of the WISE Council & its Executive Committee.
	6. Works with the Vice President, the Chairs of Committees & Coordinators of various Groups to help fulfill their Charters.
	7. Attends meetings of the various Committees & Groups when possible & provides input.
	8. Ensures that WISE is a transparent organization, and that all relevant information & data is available on the WISE Website.
	9. Supports the WISE Director in fulfilling her/his responsibilities.
	10. Communicates with & acts as a spokesperson to WISE members & to the community at large.
	11. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. VICE PRESIDENT.

TERM: Two years with assumption of duties of the President after two years.

DUTIES & RESPONSIBILITIES:

* 1. In the absence of the WISE President, assumes the responsibilities accorded to the President of WISE.
	2. Serves as a member of the Wise Council & its Executive Committee.
	3. Works with the WISE President towards eventually assuming the role of the WISE President after two years of service in the WISE Council.
	4. Supports the WISE President & assumes responsibility for special projects as they become necessary.
	5. Works with the President, the Director & the Chairs of Committees & Coordinators of various Groups to help fulfill their responsibilities.
	6. Attends meetings of the various Committees, Groups & Clubs, when possible & provides input.
	7. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. TREASURER.

TERM: Two years with a possible extension for two years.

DUTIES & RESPONSIBILITIES:

* 1. Serves as a member of the WISE Council & its Executive Committee.
	2. The Treasurer is also the Chair of the Finance Committee.
	3. Works with the WISE Director & prepares & monitors the annual budget.
	4. Reviews the monthly and annual financial statements & submits them to the Council.
	5. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. SECRETARY.

TERM: Two years with a possible extension for two years.

DUTIES & RESPONSIBILITIES:

* 1. Serves as a member of the WISE Council & its Executive Committee.
	2. Records the minutes of the WISE Council and the Executive Committee, & forwards them to the President in a timely fashion.
	3. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. MEMBERS OF THE COUNCIL (COMMITTEE CHAIRS). AT LARGE MEMBERS OF THE COUNCIL.

TERM: Chairs: Two years, with a possible final extension of two years.

At-Large Members: Two years.

DUTIES & RESPONSIBILITIES:

* 1. The Council consists of:
		1. President
		2. Vice President
		3. Treasurer
		4. Secretary
		5. Director
		6. The Committee Chairs
		7. The At-Large members
		8. The Past Presidents
	2. All the members participate in all activities of the Council, as detailed in the Committee Charters document.
	3. The Committee Chairs:
		1. Carry out their responsibilities as Committee Chairs.
		2. Provide to the President, a summary of their Committee activities in a timely manner.
	4. The Council members serve as:
		1. Spokespersons of WISE & communicate the spirit of the WISE message to members and non-members alike.
		2. Representatives of the members to the Council.
		3. Actively participate in the recruitment of volunteers who serve in leadership roles in WISE.
		4. Carry out special assignments on behalf of the Council and the President.
	5. Foster a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. CHAIR OF A COMMITTEE & SUB-COMMITTEE. COORDINATOR OF A GROUP OR CLUB.

TERM: Two years with a possible final extension of two years.

DUTIES & REPONSIBILITIES:

* 1. Participates in all the activities of the WISE Council.
	2. Performs all the duties of the individual Committees, Groups & Clubs.
	3. Provides reports, including the Annual Report, requested by the President, in a timely fashion.
	4. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. VICE CHAIR OF A COMMITTEE.

ASSISTANT COORDINATOR OF A GROUP & CLUB.

TERM: Two years with a possible final extension for two years.

DUTIES & REPONSIBILITIES:

* 1. In the absence of the Chair, Subcommittee, Group & Club, assume her/his role.
	2. Be prepared to assume the role of the Chair of the Committee or the Coordinator of the Group & Club when her/his term expires.
	3. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. RECORDER: COMMITTEE OF A GROUP & CLUB.

TERM: Two years with a possible final extension for two years.

DUTIES & REPONSIBILITIES:

* 1. Records the minutes of the Committee meetings, & forwards them to the Committee Chair in a timely fashion.
	2. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.
1. DIRECTOR, WISE.

QUALIFICATIONS:

* 1. Ability to lead & work with a nonprofit lifelong learning program for older learners run by an all-volunteer Council and Committees, as an official program of Assumption University.
	2. Advanced leadership, organizational & communication skills, including creative problem solving and team building.
	3. Demonstrated educational, financial & information technology skills.

REPORTS TO:

1. The WISE Council through its President.
2. The Dean, School of Graduate & Professional Studies, Assumption University.

DIRECT REPORTS:

The Office Manager, WISE.

DUTIES AND RESPONSIBILITIES:

1. Serves as a liaison between WISE members & the staff, faculty & students of Assumption University; ensures that WISE functions within the parameters set forth in the agreement between the two entities, respectful of the mission of Assumption University.
2. Supervises the Office Manager in conduct of her/his assigned functions in support of WISE.
3. Facilitates the procurement of classroom space.
4. Collaborates with WISE Officers, Committee Chairs, Group Coordinators & Assumption University personnel.
5. Assumes responsibility for all operations at WISE & collaborates with all Committees, Groups & Clubs which organize WISE activities and programs.
6. Works with other ad-hoc Committees & Groups as necessary.
7. Works with the Treasurer to fulfill responsibilities for all financial operations at WISE, including:
	1. Preparation of the annual budget, the monthly & annual financial reports.
	2. Supports audits of financial reports when requested.
8. Works with designated individuals to develop, coordinate & execute fundraising efforts.
9. In collaboration with the Technology Advisor & the Office Manager:
	1. Maintains & updates the WISE repository of data to ensure continuity & institutional memory.
	2. Maintain & update all content on the Website.
	3. Ensures that all data is provided in a timely fashion to support the Wise Metrics and Dashboard.
10. Attends meetings of the WISE Council, the Executive Committee & selected Committee meetings and provide reports to them as needed.
11. Undertakes outreach efforts to the Greater Worcester community, with particular efforts to increase membership.
12. Meets regularly with the Dean of Graduate & Professional Studies & other individuals as necessary.
13. Fosters interdisciplinary learning opportunities through connecting WISE activities with Assumption University faculty, students, & courses.
14. Assists in the development & implementation of the WISE strategic plan which is approved by the Council.
15. Develops annual goals & provides yearly progress reports to the Council.
16. Undergoes an annual performance evaluation by the Council.
17. Fosters a culture of teamwork, participation, respect, acknowledgement, inclusivity & transparency.
18. OFFICE MANAGER, WISE.

QUALIFICATIONS:

* 1. Expertise with office and web-based software and applications including Word, Excel, PowerPoint and Outlook.
	2. Superior verbal & written communication skills.
	3. Strong skills using registration & member database programs as may be selected by WISE Leadership and/or Technical Advisor, as well as those utilized by Assumption University for room reservations, financial management and catering services.
	4. Demonstrated educational, financial & information technology skills.
	5. Comfort and ability in working with the population of older learners.

REPORTS TO: Director, WISE

DUTIES & RESPONSIBILITIES:

1. Provides support to the Director, WISE, in discharging her/his duties.
2. Supports the members of the WISE Council, Committee Chairs, Group Coordinators & SIG leaders.
3. Manages & maintains the WISE website in collaboration with the Director and the Technology Advisor, which:
	1. Manages the membership database and prepares reports as needed.
	2. Posts and archives the minutes of the Council, Committee & Group meetings on the website.
	3. Prepares all WISE Course Catalogs for print and website which is based on course materials provided by the Curriculum Committee using a standard formatting template. Posts and manages the Course Catalog on the WISE website.
	4. Displays information necessary to update the WISE Metrics, Dashboard & the Website.
	5. Collaborate with Director and Technology Advisor to streamline processes.
	6. Maintains & updates the WISE repository of data to ensure continuity & institutional memory, in collaboration with the Director and in accordance with Assumption University policy on records retention.
4. Manages & maintains financial information regarding:
	1. Processes cash, checks and credit card transactions of member revenue for membership fees, special event payments, excursions and donations.
	2. Prepares and initiates check requests through the University portal for reimbursements and payments to Instructors, vendors, speakers and members.
	3. Coordinates parking permits for WISE members.
5. Academic Support:
	1. Prepare a course catalog three times a year including the summer course catalog.
	2. Collaborates with Director, AU staff, Curriculum Chair to secure appropriate spaces for classes & meetings on and off campus.
	3. Assists the Class Assistant Coordinator in obtaining the documents necessary to prepare the Class Assistant packets.
	4. Distributes course evaluation letters to Instructors.
	5. Provide support & technical training to Instructors as needed.
6. Membership:
	1. Create Internal outreach goals to increase membership and enlist Student Assistant or volunteers to assist with extensive phone call and email campaigns.
	2. Collaborate with Director on developing marketing materials and external outreach plan to reach membership goals.
	3. Manages WISE inventory of marketing materials and office supplies.
	4. Coordinate marketing events and distribution of materials to promote program.
	5. Attend WISE, AU and community events to promote program.
	6. Handle complaints and resolve issues with member access to classes or enrollment, refund requests and other issues in order to provide high quality member experience.
	7. Handle phone & e-mail inquiries, requests from existing & potential members & Instructors, including sending them information or providing technical support and training as necessary.
7. Student Workers
	1. Recruit, hire (with Director approval), train and manage administrative summer staff and work-study students. Signs contracts & timesheets, gives feedback to the AU administrative staff on work performance.
8. Handles special projects as needed.
9. Prepares goals and undergoes an annual evaluation by the Director & the Council.
10. Fosters a culture of teamwork, respect, acknowledgement, inclusivity, transparency & participation.

|  |
| --- |
|  |
| WISE LEADERSHIP ROLES & RESPONSIBILITIES |
|  |
| Approved by the WISE Council |
|  |
| Approved | October 22, 2020 |
|  |  |
| Supersedes | November 13, 2019 |