



INTERNATIONAL BOARD OF DIRECTORS MEETING

Tuesday, July 12, 2016 – Conference Call

MINUTES

AGENDA ITEMS

1. Welcome and Call to Order...Alan Jones

- Alan Jones called the meeting to order at 5:00 PM Eastern Daylight Time. A role call was made.

In Attendance:	Officer/Director	Alternate Director
Officers:	Alan Jones, Chair, Eastern Region	
	Ian Duncalf, President, New Zealand Region	
	Peter MacDonald, Vice-President, Europe Region ABSENT	
	Jim Johnson, Treasurer, Eastern Region	
	Charles Heuser, International Editor	
	Terri Breon, International Secretary	
Australian:	Clive Larkman	
Eastern:	Paul Cappiello	Bob Geneve
Europe:	Mike Norris	Richard McKenna - Absent
Japan:	Peter Waugh	
New Zealand:	Philip Smith	Lindsay Hatch - Absent
Southern:	Donna Fare	Bill Turk
South African:	Hans Sittig	Erika Oberholzer - Absent
Western:	Todd Jones	Gene Blythe
New Regions:	Peter Lewis- Absent	

- Prior to beginning the formal meeting, Alan Jones requested a moment of silent reflection in memory of Steve Vallance.
- Alan Jones asked for any additions to the agenda. Jim Johnson requested that the Investment Policy be reviewed. Alan Jones believes that was discussed at New Zealand, but can be revisited under the Investment Committee’s report. Terri Breon requested discussion/decision on ordering 5-year plaques.
- Alan Jones noted the agenda is packed and some items may need to get pushed to the next meeting. The Board needs to review key sponsorships, membership renewal numbers and website information.

2. Approval of Minutes from New Zealand...Alan Jones

- The April 17 & 21, 2016, International Board meeting minutes were reviewed.
- Mike Norris suggested the minutes were too detailed and could be reduced to more bullet point to make it easier to record the happenings and so that future Board members can read through them. Alan Jones mentioned there were clarity issues with the tape. Peter Waugh recommended going back to the previous way of having

a stenographer on-site to take the minutes for the long sessions. Peter Waugh moved to have a stenographer at the meetings in Europe. No formal action was taken. Mike Norris agreed to look at options for 2017 board meeting in Europe.

- Peter Waugh moved to accept the minutes. Paul Cappiello seconded the motion. A voice vote was made with no dissention. The motion carried.

Review of Outstanding Action Items

- Alan reviewed Action Items identified at Christchurch and noted some of these may need to be pursued by telephone with the individual committees in order to keep them moving ahead.

1. Two year discounted international membership Terri Breon
 - a. *Southern Africa, Eastern Region and Australia took advantage of the discounted membership.*

Note: it is not 'two year free membership' but an 'Introductory membership' offer, see minutes Nov 25, Shanghai:

B. Introductory Membership

*1. The following motion was proposed by Philip Smith: For the initial first two years, **international dues will be reduced by 50%**. This only applies to members who have never been IPPS members before. Does not apply to lapsed members. **Regional dues charged will be up to regions**. This modification will be reviewed in two years.*

2. Seconded by Bernard Brennan. Passed by a vote of 10 for and one opposed (Hans Sittig).

2. IPPS PinsAre available from International Secretary
3. Committee appointments Updated and distributed
4. Editors report: additional information required regarding number of papers etc. Charles Heuser
5. Policy documents, including mission statement, SOP's
 - a. All available for download on the website: <http://www.ipps.org/ipps-profile/about-ipps/policies-procedures>
6. Locate, review, update and place on website for New Board member information package *Under review*
 - a. *This information is on the website: <http://www.ipps.org/ipps-profile/about-ipps/policies-procedures> Needs to be reviewed and updated*
7. Nominating committee needed. *Will be ongoing*
8. Review dues structure for Student membership. Do all regions have student memberships. Collect info about students to assist in tracking after they leave college. *(no update)* Membership committee
9. International Office to track student membership by region and list them separately from paying members Terri Breon
 - a. *On new list for proceedings added column to show student numbers. They are not included in total numbers.*
10. Student involvement in regional conferences
 - a. *Ongoing*Regions
11. Student social media chapterRegions

- a. *Ongoing (Yes, Communication Committee to look at)*
12. Create welcome package for students
- a. *Ongoing* Region Secretaries
- b. *This needs to be passed onto the secretaries, both by Terri Breon and the director.*
13. Website concerns Donna Fare/Hans Sittig
14. Potential New Regions, including new region guidelines.....New Region Committee
- a. *no new information to report*
15. Restricted Funds Review
- a. *Currently under review*.....Finance Committee
16. New Investment strategy – switching to Vanguard
- a. *started but not completed*Finance Committee
17. Strategic Plan Mike Norris
18. Employee structure, Succession Planning for editor & digital editor Board Discussion
- a. *ongoing*
19. Letter to Terri Breon Alan Jones
- a. *letter emailed - **completed***
20. Letter to Charles Heuser Alan Jones
- a. *letter emailed - **completed***
21. Board structure, including defined role of Chairman..... Board discussion
- a. *ongoing*
22. Detailed job descriptions Ian Duncalf
- a. *No progress reported*
23. Future of ISHS relationship TBD
- a. *ongoing progress*
24. Newsletter..... Board discussion
- a. *Edition guidelines:* *(as tabled at NZ board meeting)*
1. **New Year edition:** *end Jan; New Year message & the years planned Regional and International events*
 2. **Pre-International Tour edition:** *promote International Tour*
 3. **Post-International Tour edition:** *News highlights of recent tour, board meeting feedback etc.*
 4. **Year End edition:** *end Nov. Flashback of past years' highlights & season greetings*
25. International tours held at different time of year Board discussion
26. Website Administration
- a. *website maintenance-who is doing it, cost/bugs, fixes, source code ownership. Regional websites (not all have been taken down) Board discussion*

3. International Office Report 19.37

- Terri Breon noted, based on the report provided, information regarding membership numbers in relation to ISHS orders. The number is down compared to other years. As received from the regions in May, 605 books and 245 CDs were needed.
- Student numbers have been broken out to show which regions offer student memberships and what their historical counts have been. Also presented was a breakdown by regions and by categories of how many books and CDs were ordered historically.
- The International Office needs to order five-year plaques. Alan Jones reminded the Board that the previous discussion was to keep the plaques as they were. The Board concurred with continuing to use the older IPPS logo on the wood plaque. The Board gave the okay to order more plaques.
- Memberships are down 168 members from last year. The biggest drop noted is the Australian Region. Clive Larkman was of the impression that their numbers are higher than last year. He is going to check with their secretary to see where the discrepancy lies. Bob Geneve noted the Eastern region is making phone calls and are picking up members who did not make it through the previous process. Terri Breon got a report from Pam (Australian region) on July 3rd. Mike Norris looked at the numbers and region's numbers don't appear to be correct, either. Terri Breon explained that the numbers shown on the report are from a request in May for book orders and CDs. They do not represent the current numbers. However, if numbers have changed and additional books and CDs are needed, those numbers and the individuals receiving them need to be reported to the International Office as soon as possible. Mike Norris will look into the discrepancy and have the secretary contact Terri Breon. Mike Norris noted that they have been contacting members who thought they were renewed when in fact they were not.
- Alan Jones asked Terri Breon to check on the numbers so that the Board has an updated figure.

4. Editor's Report...Charles Heuser

- All the regional materials were sent into ISHS on February 5.
- Charles received no contact from ISHS until about June 21, when they began to contact him about some minor things, such as references for which they had concern. He clarified most of those and those he could not were sent to the regions for response, most of which have been received.
- He believes ISHS has everything typeset and awaiting him to give them the okay to proceed to publication.
- The February to June delay was due to the international meeting ISHS had in Australia. IPPS was placed at the end of the list of their other clients.
- Books should be received about the same time as last year.

5. Treasurer's Report... Jim Johnson

- Jim Johnson reviewed the year-to-date budget balances in comparison to last year's at the same time. One of the bigger differences is that the annual meeting has already been held, so there are a fair amount of expenses that have already been paid at this point, which otherwise would not have been.

- On the second sheet, which is more detailed than the first sheet, we have gone through 42% of the year.
- Interest income is behind and dividend income is well behind, but publication sales and shipping and handling are well above where they were last year.
- Membership dues have not started coming in yet. It seems that the projected membership goal will be reached.
- About 55% of the budget has been spent. Hans Sittig noted that website hosting expenses should be higher than reported, given where we are in the year. Terri will investigate.
- Mike Norris had a question on the dividend income line item: what is the reason that dividends went from \$44,000 last to \$19,000 this year? Jim Johnson said it reflects that we are running a negative balance in the budget as compared to last year, so to show a balanced budget, dividends are shown reduced. Alan Jones noted that it is being used to help with cash flow.

Investment Policy Discussion

- Jim Johnson continued with discussion on the investment policy, which the Board discussed at Christchurch.
- Under the control procedures, the International Treasurer and the Board Chair are the authorized signers on all of the investment accounts.
- Funds were sold and moved to a money market account the day before the Brexit vote. Jim Johnson was concerned that there could have been a severe downturn in the market, which would have affected the value.
- The Vanguard paperwork is underway. There is a large amount of paperwork to complete.
- Alan Jones noted there were no costs involved in moving the funds.
- The Vanguard investor noted that the breakdown of investment into high-risk versus low risk at say 40% to 60% has historically performed almost as well as a 60% high-risk and a 40% low risk investment strategy. The Investment Committee will review and invest the funds in accordance with the Investment Policy as discussed in Christchurch.

6. Regional Directors Reports

Australian Region...Clive Larkman

- The Australian Region had their conference. There was good attendance, approximately 100. Membership is at 173 at that time.
- The region is hosting the international tour and will hold the Presidency in 2019. Two persons were nominated for president, Clive Larkman and Peter Lewis. The Region elected Clive Larkman president of the International Board for 2019.
- The region reviewed membership dues for China and decided to heavily discount them for this year to generate membership numbers. They also have provided \$2000 for Peter Lewis to further the China region.
- Clive Larkman would like to create a guideline for the International Tour to be kept on file with the International Office. It would detail the activities of the past several tours along with costs as a way of helping regions to prepare for their International Tour. He will send that information to the International Office.
- Clive Larkman noted that the Australia board voted to use the old logo.

Europe Region...Mike Norris

- The Brexit vote impacts will have to be watched in Britain, particularly with regards to the industry.

Eastern Region...Paul Cappiello

- The region conference is coming up in Hartford Connecticut in September.

Japan Region...Peter Waugh

- The region held its meeting and Peter had plenty of opportunity to review the International strategic plan.
- They are making good progress on the brochure that's been in the works for the past 12 months. It should be ready by September, in time for their conference.
- The Japanese agreed to stay with the old IPPS logo.

Southern Region of North America...Donna Fare

- They held a Board meeting last month. They discussed the website concerns and the need to have it working properly to make their members feel comfortable using it.
- Their annual meeting will be held in Virginia Beach, Virginia, in the fall.

Southern Africa Region...Hans Sittig

- They had a successful 2-day workshop in partnership with SGASA a vegetable seedling society in Florida.
- They have increased their membership by 19.

Western Region...Todd Jones

- The region has annual meeting is Oct 18th through 22nd in Phoenix as well.
- On July 6th the Western region had 94 members. There are 77 lapsed members but the good news is there are 40 new members. About 33% of all membership renewals were done on the website.

New Zealand Region...Philip Smith

- Nothing to report.

7. Japan Region Annual Conference Visit...Peter Waugh/Alan Jones

- Peter Waugh reported incorrect dates for the Japanese annual conference. It is being held on the 24th and 25th of September. Alan thought he could go to the conference on the previous dates; however, the new dates conflict with the Eastern Region Conference dates.
- The Japan Region Executive meeting will be held in the afternoon on the 23rd. Peter Waugh would like whoever attends from International be able to make this particular meeting.
- Alan asked if anyone else could go. Ian Duncalf might be able to go. Alan will check available flights to see if his schedule might be able to work. Peter Waugh requested a decision in the couple of weeks so arrangements could be in Japan. Mike Norris may be interested in attending. Peter Waugh will send him information.

8. Committee Reports

Sponsorship Committee... Paul Capiello

- Paul Capiello had circulated an updated version of the Sponsorship policy draft. He included a few comments to give some background to the discussion. There are a lot of different cultures and details to mesh into a unified document.
- One of the biggest conversations was over the potential for a higher-level sponsorship tier. The committee discussed the possibility of a \$25,000 level. They agreed that any sponsor who desires to give that kind of money would want to look at membership levels and membership history. Given the past few years history, this was deemed undesirable at this time. The committee decided to stay with a \$10,000 top-level sponsorship. This can be revisited as time goes on.
- He recommended that this be moved along quickly as he has two companies interested in website sponsorships, Proptek and Klasman-Deilman. He has spoken to both companies to let them know IPPS is working out the details.
- He feels it is important to get the document approved and then get a contract written for sponsors to sign.
- Clive Larkman brought up that it is critical for the International Board members to review any notices of potential international-level sponsors to insure there are no conflicts with their region's interests and respond quickly.
- Paul Capiello noted there was discussion within the committee to perform a vetting of sponsors, but it would not be an in-depth background check of the company, just sufficient to identify any red flags.
- Alan Jones urged a decision be made during this call. Clive Larkman moved to approve the recommendations presented by Paul. Ian Duncalf seconded.
- Some further discussion ensued. The question of exclusivity was brought up. Paul Capiello did not recommend this approach at present. Contract lengths will run one-year. If a sponsor would like to have a multi-year contract, that could be arranged.
- The vote was taken after the discussion. The motion passed. Paul Capiello will draft a contract and distribute it to the Board as soon as possible.

Finance Committee... Jim Johnson

- This was covered during the Finance Report.

Investment Committee...Jim Johnson/Tod Jones

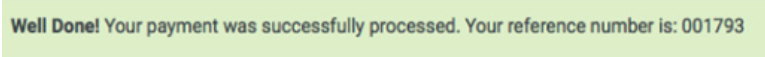
- This was covered during the Finance Report.

Strategic Planning Committee...Mike Norris

- Mike Norris is pulling everything together from the New Zealand meeting and will send to Alan Jones.
- Alan Jones recommended a separate conference call to completely review the Strategic Plan.

Communications and Marketing...Hans Sittig

- Donna Fare got a list of issues from the regional secretaries that she forwarded to Hans Sittig. There were a number of common issues raised. SEE ATTACHED RESPONSE CIRCULATED 10 JUL 2016.
 - One was the membership renewal process. Donna provided Hans with some users who have had issues so he could find out particulars of their systems.

WEBSITE FEEDBACK – 24 JUNE 2016 – RESPONSE 10 JULY 2016	
A.	<p>EVENT REGISTRATION</p> <p>Registration for Fall meetings: WR, ER, SR, EU <i>An important issue facing the US Regions is the registration for the fall meetings. I know you are willing to help them develop something, but the rollout for the web site was very bumpy and these regions do not want to take a chance on anything that will affect registration. Eastern and Southern want to put links on their front page prominently at the top, so that no scrolling or no taking time to look under tabs are necessary. So let's make that happen. Once the other issues are addressed then we can make regional registrations a priority. Currently, both regions have contracts in place for 2016 with registration folks they have done business with for years.</i></p> <p>1. Demo Event: We are busy setting up a demo event. The programmer still has some work to do. Then we'll let you do test registrations. If you all works, please use it. In the meantime, you may use other services. Margot, thanks for your help!</p> <p>2. Links on front page The landing page welcome message can be edited/adapted to include links to the specific events page with the conference/meeting information.</p>
B.	<p>MEMBERSHIP RENEWAL/APPLICATION</p> <p>PayPal <i>Overall most have been frustrated with the PayPal situation with membership renewal. Members tried to pay by PayPal entered their information but then did not know if the payment had gone through or not as they received no confirmation. Many tried multiple times and then found out if they had paid three times or not at all. In most cases, it was not at all. PayPal was sporadic about processing payment without setting up an account – sometimes requiring an account and sometimes not. This was experienced in more than one region.</i></p> <p>1. PayPal payment confirmation: We could not replicate the problem. We set up this FAQ guideline to assist members: http://www.ipps.org/media-centre/faq/how-do-i-pay-with-paypal On PayPal a payment is only activated when the blue 'Pay Now' button is clicked, if any required info was omitted on the form, nothing happens, 'Pay Now' button remains until all required info has been entered. One has to click 'Pay Now' button again. If successful, user gets redirected to the IPPS website with a message:  message: the user will also receive a confirmation from PayPal. Click this link to view a recent test: http://admin.ipps.org/uploads/TEST_ENA_REGISTRATION_WITH_PAYPAL.pdf</p> <p>2. Payment without PayPal account: Yes, PayPal is not consistent when paying without a PayPal account. You either have the option to create an account or in some countries only have to enter your name and email address. A PayPal account is free, secure and not difficult to set up. Note: members do not have to pay with PayPal: see explanation in next section on "Check out procedure"</p>

Check out procedure

Interestingly, several regions have a very low number (~25%) that pays dues online. The options were confusing for many US members. Bank transfers are seldom used in the US and cost money and in comparison, New Zealand used bank transfers often and are free. WR had to pay \$15 for wire transfers because members were confused about bank transfers. The payment options in the US may need to read "Check, credit card (with a secure server) or PayPal" as these are commonly used. Also, it would be beneficial at check out if "Check" is clicked then a statement for example **"Make your check payable to IPPS Eastern Region and mail to 1700 North Parish Drive, Southold, NY 11971 USA"**. At least then the secretaries are not having to keep multiple spread sheets about who has paid.

1. Confusing check out options

We've adapted the 'check out' text, explaining the procedure better:

Description	Total
Membership Option	US\$0.00
Grand Total	US\$00.00

Choose your method of payment below by clicking on your preferred option. Doing this will not process a payment.

Choosing the CHECK OR DIRECT BANK TRANSFER check out button, you may pay by check (cheque) or your own online banking facility.

Choosing the PAYPAL check out button, will take you to the PAYPAL site where you can pay securely online with your debit or credit card, PayPal account or PayPal Credit.


Your invoice will be e-mailed to you after you click the check out button. If you haven't received the e-mail please check your junk mail folder and SPAM settings.

CHECK OUT WITH CHECK OR DIRECT BANK TRANSFER

Once your registration form is completed, click on the 'Check out with Direct Bank Transfer or Cheque' button and make your payment directly into our bank account using your own online banking facility OR send us a cheque. Please use your Invoice No as the payment reference.

PAYPAL 

CHECK OUT WITH CHECK OR DIRECT BANK TRANSFER

PAYPAL 

Use PayPal for secure online payment. Once your registration form is completed, click on the 'check out with PayPal' button. This will bring you to a screen on the PayPal site with a summary of your order and the option to pay with your existing PayPal account OR pay with a debit or credit card or PayPal Credit. Most major credit/debit cards are accepted.

2. Make check/cheque payable to

Payment information printed at bottom of invoice:

BANK DETAILS:

TE

Account name: IPPS Eastern Region

IPF

Bank: Bank of America

cor

Account number: 009368376314

Routing number: 011900571

International swift code: BOFAUS3N

Please send proof of payment to: ippser@gmail.com and post cheques to above address.

Multiple invoices generated

A troubling issue that persist with a member in the ER - multiple invoices were generated for a single member during even a successful dues renewal process. Eastern Region member Troy Pabst recently received 4 invoices before renewing successfully on May 3rd. Each invoice had a different number. Margot got copies of all of these and assume Troy did too.

1. Multiple invoices

The system only generates an invoice when clicking on the check-out button. Troy must have gone back to membership renewal in 'My Profile' and clicked check out again, maybe didn't see email with invoice first time. Note that the system embeds the invoice in the email and attaches a copy as PDF. We have adapted the text in the green notice banner:

Well Done! Thank you! You have successfully registered. We will e-mail you your invoice shortly.

Renewal notice & My Profile form

*Most regions requested a notice with an invoice in lieu of having to enter data on the site to renew the membership. Several regions indicated that entering data into the profile was 'clumsy' especially to renew membership. Many members have one address, but two have to be filled out. Maybe add a button, for "same" for both addresses. Profile now requires two phone numbers, suggest making one phone number required, the second as an alternate. One secretary indicated that when members joined or when she entered a new person, you need to keep **re-entering information as it disappears during the process**. This has been aggravating for members and herself having to enter members manually. Having to **delete zeros in fields** before you know what the field content is supposed to be is also confusing.*

1. entering data in the profile was clumsy:

Some member account data we received from the regions for the initial uploading, was not complete. The first time a member logs in to 'My Profile' he/she simply has to update their information. It's a once off procedure.

2. members have one address, but two have to be filled out

Only the postal address* is required. If physical address is also the postal address, then enter in required postal address fields.

3. Profile now requires two phone numbers

Most members have both, a landline and a mobile phone. The mobile number is not just a phone number, it also gives access to members via WhatsApp, WeChat, Messages, Messenger. These instant messaging tools are in many cases already the best way to communicate with people/members.

4. need to keep re-entering information as it disappears

This has been fixed. Happened only when a required field was not filled in and checking out was prevented by the red flags indicating which required fields still had to be filled in.

5. Having to delete zeros in fields

This only happens in some of the PayPal fields for users that do not have a PayPal account and need to register on PayPal before making payment.

Renewal reminders

WR membership numbers went from 250 to 105. Most members complained about the renewal process. Since there are no more reminders about paying dues/membership now, the WR secretary had to develop an email list to touch base with the ones that had not paid. She suggested have the ability to email the members from the website? Any possibilities there?

Here's the link to guidelines explaining the process: http://admin.ipps.org/uploads/Membership_renewal_reminder_procedure.pdf

This was mailed to secretaries 24 May 2016.

Membership expiration date

A member's expiration date should not extend until payment is made. As it stands now, if a member logs into their profile, the date automatically extends one year whether they pay or not. I assume this is just the very first time they log in. This is confusing for both the member who thinks that payment has been made whether it has or not and for the secretary who can't tell if the payment was credited without additional searching through check deposits, PayPal records or a separately maintained database. Several secretaries were concerned about the automatic update and would rather enter the expiration by hand as they do now with check payments.

1. member's expiration date automatically extends

When a member renews membership and clicks either one of the check-out button options, the expiration date is set one year ahead and the member account is enabled automatically. We do this with the user experience in mind. If a user/member chooses to pay e.g. by check/cheque, we don't let him/her wait a couple of days until the payment reaches the secretary, before the user account is re-enabled. We trust members will pay, should they not, the account simply gets manually disabled by the secretary.

2. confusion regarding payment

To avoid confusion secretaries simply have to follow standard accounting procedures. Every payment received is reflected on the bank statement; reconcile payments received as per bank statement with member names on the member database.

Link to membership admin guideline: http://admin.ipps.org/uploads/Process_flow_membership.pdf

Membership year

The secretaries are very concerned about the membership year tied to an individual verses a membership year. Most organizations have an annual membership. It would streamline the database, for all secretaries.

I understand trying to give new members a full year of membership but over time, it seems that it may be difficult to police renewals and difficult for regions to budget dues income. Many new memberships are associated with an annual meeting. With the southern hemisphere hosting their annual meetings in Feb-Apr and the northern hemisphere mostly in Sept-Nov, it would streamline the membership year if it was a calendar year. Perhaps new members joining after the fall meetings could get essentially a few months free. Then the following year they would be on the calendar year like everyone else.

If membership is on a calendar year it will be easy to promote in early December "Be on the lookout for your dues invoice, membership expires January 1" when over time more and more people will not have that date as their expire date. SR secretary has been manually going through the system and changing the date back to January 1.

Please have a good look at the new procedures explained in the guidelines. Membership management is now internet based. New members can apply and pay online, anytime and anywhere they wish, same for annual membership renewals. Secretaries have to follow a few standard accounting procedures, use the online membership database and have a couple of manual backend options. If done right, it's not more work, just a new/different way.

Access to amount paid

Secretaries should have access to change the dollar amount paid to reflect the current year's payment as well as the member's Proceedings selection. If someone changes their selection from one year to the next, this is a problem. We can't count on members to update this themselves. For example, if a member paid \$200 in 2015 when the data was uploaded to the website and paid only \$155 for 2016 dues (no Proceedings book), the ER secretary could not change the amount from \$200 to \$155. The secretaries are keeping a separate database to keep an accurate check on what was actually paid – another duplicity in record keeping. Either the figure online should not be there or should be something that could be edited.

Also, the secretaries are keeping a separate database for membership longevity. Otherwise, there is no record of how many years a member has been a member. This is just another feature that may need to be added in the backfield.



1. Change amount paid/invoiced in backend

No, this is not possible. A member/user initiates an online transaction, chooses what to be billed for, checks out and gets invoiced for it. If the member made a wrong choice, the invoice has to be ignored/cancelled and a new transaction has to be initiated.

2. member's longevity

Tracking the years of membership at the moment has to be done manually. I will add this request to the list of future improvements.

C.	MEMBERSHIP LIST
	<p>Membership list download <i>Currently the membership list can be downloaded as an Excel file. The ER has requested that the download contain full address information as it did on the old website: name, company, address, phone, e-mail, website. Also, the student listings should include their college/university and perhaps city, state & graduation date.</i></p> <p>The membership list which can be downloaded from the backend, has all these mentioned fields.</p>
	<p>Membership list available to non-members <i>A concern was raised in the SR about the membership lists being shared to nonmembers, especially as a downloadable Excel file. Why the concern? Many companies use these mailing lists as contact lists, and SR has been very protective of their memberships contact info. Granted if it was downloadable as a PDF one could retype the email or physical addresses, but it would take some effort. Several regions preferred PDF.</i></p> <p>Membership lists can only be downloaded by members. They have to be logged in:</p> <p>MEMBERSHIP LISTS</p> <p>Members Area: Please login to access this page's details.</p>
	<p>Central listing of membership list <i>Also, there is no central listing for members. One has to go through each region if they are looking for a member in particular. It would be very helpful to have a search feature that allows you to enter a name in order to confirm if they are a member and to see their contact information. If they are not a member, it could indicate no record found. As it stands now, you would have to download the list and then scroll through it to see if someone was a member.</i></p> <p>Correct, we did not include this feature. Can put it on the list of future improvements.</p>
	<p>Search members by town <i>The idea of searching members by 'town' does not seem to make as much sense in the US as it may in others. No one remembers the name of a small town USA when trying to find a member. Suggest removing the town names for US regional websites.</i></p> <p>Simply ignore the feature if you don't find it useful and download the regional membership list by clicking on the green button:</p> <p>DOWNLOAD REGIONAL MEMBERSHIP LIST</p>

D.	WEBSITE DESIGN AND LAYOUT
	<p>LOG IN</p> <p><i>Log in. Members report not being able to easily find where to Log In as members. There is a small icon at the top right of the screen but if you scroll down the page at all and forget to scroll all the way back up, it can be hard to find it. Could there perhaps be a second Log In icon lower down on the page? And/or make the Log In button larger.</i></p> <p>If you are not logged in, a 'Member Log in' option shows on each page, on a big screen it is on the left, on a small screen at the top of each page:</p> <div data-bbox="353 539 730 938"><hr/><p>MEMBER LOG IN</p><p>Access our library of articles, videos and proceedings for members only.</p><p>Username </p><p>..... </p><p><input type="checkbox"/> Remember me</p><p>LOG IN or Join IPPS</p></div>

TAB LAYOUT

Requests to allow the respective regions to highlight or bring prominence to important activities in their region.

Foundation tab for Eastern Region

The Eastern Region requested a Foundation tab on the main tab bar last fall but apparently that was not an option as it is currently under "Members". The Foundation is a critical part of their region and would like to see the tab very obvious on their web page in lieu of having to search for it. There appears to be sufficient room for this to happen.

Student tab for Southern Region

Currently students have to click on Scholarships to find any info about student activities, whether it is a scholarship, exchange program or research. Southern would like a tab title 'Student Activities' to make it intuitive for them to find information. SR does not have a student membership, but the idea was discussed at the board meeting last week and will probably move forward at the next meeting.

1. TAB layout

The tab layout is explained in the CMS manual. We have to stick to a few basic rules to keep the site arranged neatly and in order. Just like a grocery store which has isles with shelves, packed according to product categories and product groups. People get used to the layout and remember where to find what. They also look at the isle and shelf headings.

The welcome message on the landing page can be adapted and used to highlight certain services/member benefits/activities with links to the specific pages! Use it like a high street fashion stores' display window: a neat display, changing with the seasons.

2. Request from ER

You could consider promoting your foundation in your newsletter with a link to the website page. You could also mention it on one of the banners or have a short write up with a link on the landing page.

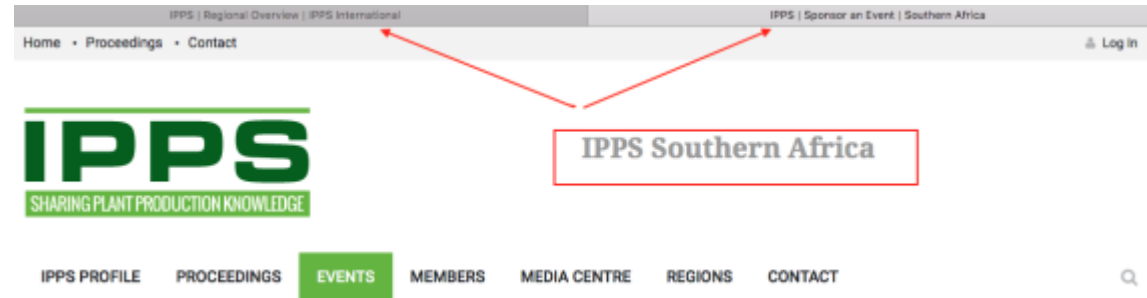
3. Request SR

I suggest we create a sub-category 'Students' under the main category 'MEMBERS' and group all student activities there.

Which site/page am I on?

Members say they get confused as to what page they are on – a regional page or the International site. Would something as easy as different color tabs help signify whether one is on a regional page or the International site?

The regions name is clearly displayed at the top of each page and on the tabs the page and region name shows.



User password

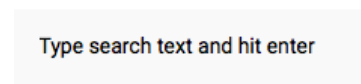
Change user password. Where is the option for changing the member's password?

You change your password in 'My Profile'.

Lack of contrast between fields

Several members have noted that the **lack of contrast between the fields** you type in and the background makes it hard to see the fields. This applies in particular to the search feature. When you click on the magnifying glass icon, the "type search text and hit enter" comes up in a box, but depending on the angle of your monitor, it can be very hard to see where to enter your query since the color of the box is very close to the background color and the text is grey.

This has been corrected, see screenshot of search field:



Main page banners

Banner size and text

Several comments were made about the banner size on the home page. It is very large and a viewer has to scroll to see any info below the banner. Suggest reducing the size. Also, several commented about the text color and suggested all text be in black in lieu of grey.

With costs in mind, we chose a pre-designed responsive template, which one can buy ready-made at a much reduced cost than designing it from scratch. With this choice come a few limitations.

Cursor on text box

When the cursor is placed over the text box on the sliding images on the home page, it signifies there is a link. However, I checked all regions and the International site, and nothing is linked.

Clicking on that section brings one to the top of the page...

- A second issue was the intuitiveness of the website. The secretaries will have to study the user's manual and understand that things may not be in places where they are used to finding them.
 - The Eastern Region wanted another tab on their page. It was suggested that they consider placing the item as a sub-tab under one of the ones available on the Home page.
- [Hans' discussion is very hard to understand.] Hans added what has been going on to correct the issues.
- He has the list from the regional secretaries. He has been able to analyze these and most have been corrected. Aftershock has responded quickly.
 - Issues with the annual meeting registration are being addressed, but instead of waiting until the next registration, Hans and Aftershock are preparing a demonstration of the revised registration form, which should be ready in the next few days. Board members will be requested to go to the demonstration server and test the new form.
 - He has written documentation on how to use the site. *Available on the website:* http://admin.ipps.org/uploads/IPPS_CMS_manual_22_May_2016.pdf
 - He continues to have concerns whether anyone is reviewing the material he's provided as the lack of questions and comments seem to indicate such. He needs feedback, particularly when there are problems that arise. It's at that time he should be contacted and told what issues were experienced.
- Alan Jones agreed that a lack of response has been problematic, at the Board level, as well. He hoped a way could be found to get Board members to respond to emails as a routine task of their position. At the very least, if an email is received from a committee, the Board member should respond with an acknowledgement that it was received. Clive Larkman suggested emails like this should be sent with a "read receipt". Alan Jones added that if Hans is not receiving responses from the regional secretaries, he should contact the regional director and if he doesn't hear from the director, he should contact Alan directly.
- Hans Sittig reported there has been 697 downloads of proceedings. Hans can track which papers have been downloaded and how often.
- Hans Sittig noted there is a way for the International Office to download the membership numbers from the website. From that, Terri can compare what she is receiving from the regional secretaries.
- Donna Fare raised another concern regarding membership anniversaries which the Board wishes to have start at the beginning of the calendar year rather than what is currently practiced so the Society has a better handle on books and CDs required. Hans said the new website and content management system is designed to manage membership online. There are various features built in the system to allow flexibility in managing membership online. For example: secretaries can manually override the member's expiry date as set by the system. The books and CD's will soon be phased out. The new online Proceedings Library already offers members FREE access to all the Proceedings Volumes published since 1951. Concerns about having correct counts for book ordering will be unimportant when the full transition to the website occurs. Discussion was the issues between that period and how to address those. Hans will put together a paper to explain how this part of the website is intended to work and why membership anniversaries should not be changed to the beginning of the year. However, it was pointed out that at the Christchurch board meeting there was board agreement that a calendar membership renewal date was necessary.
- Several directors could not find the email that Hans referenced sent on May 24th.

- Alan Jones expressed appreciation for all of Hans' efforts on the website.
- Hans reiterated his continuing frustrations with a lack of involvement and interest from the secretaries regarding the website, its functionality and how to operate it. Added to that is the lack of response he gets from anyone on his emails.
- Bob Geneve suggested the regional secretaries have quarterly meetings to discuss the common issues they are having. Donna was not convinced such a meeting would be productive. It was agreed to send an email to the secretaries asking their opinion on the concept and whether they would be willing to participate.

Membership Committee...Philip Smith

- Philip Smith had left the meeting so no report was given.

Education Committee...Bob Geneve

- Bob noted this is the second year that no proposal for an exchange has been received. Could this be an issue?

New Region Development Committee: China and India: Peter Lewis

- Clive Larkman and Peter Lewis had discussed the idea of a possible exchange with a young Chinese person with someone from America, Australia, or other through the Education Committee's program. There have been several new members in China since the last report. Bob Geneve requested Clive and Peter submit a proposal for the committee's consideration.
- There has been some progress on the potential India region, though specifics were not presented.

2017 International Tour...Mike Norris

- Mike Norris reported that plans are well underway. He reminded the directors to book their dates. There will be five days in the United Kingdom, then they will move onto Belgium, then to Holland and then, post-conference, to Germany.
- There will be some fantastic tours.

9. Other Business...Alan Jones

- No other business was brought up.
- The future conference call meetings are:
 - Tuesday, October 4 at 5 PM (Wednesday October 5 at 7 AM for Australia region). Reports and agenda items due no later than 5 PM, Friday September 16th.
 - Tuesday, December 6 at 4 PM (Wednesday December 7 at 8 AM for Australia region). Reports and agenda items due no later than 5 PM, Friday November 18th.
- Alan noted there would need to be other conference calls prior to October to work on some of the issues and review the Strategic Plan.
- The meeting adjourned at 6:43 PM.

7/17/16 tgb

Revised 8/2/16 tgb