

Report
 Ad hoc committee
 Board – member understanding and communication

Areas of Concern

The *ad hoc* committee met via email to set some areas of concern. We identified two:

1. to understand member needs, including the needs of members who are less inclined to speak out via email or attendance at board meetings;
2. to review and develop ways to better communicate with members.

Goals

We felt that by the end of our study, we would like to have a system in place that would

- offer multiple ways for members to receive information from the board about the activities of the co-op and the BOD;
- offer multiple ways for members to communicate their ideas and thoughts about the co-op to the BOD;
- regularly assess the needs of members, even if those members are not vocal;
- be placed in the board calendar so it could be regularly reviewed as to its effectiveness.

Activities and Timeline

Date	Committee Activity	Research/Action
April	Present goals and timeline to BOD	BOD discusses and approves a plan
May	<ul style="list-style-type: none"> • Review CBLD webinar • Reflect on member needs and how to assess them 	Discuss committee reflections, offer suggestions
June	<ul style="list-style-type: none"> • Research ways other co-ops assess member needs • Develop report for BOD 	Discuss/reflect on committee report
July	Continue as needed	
August	<ul style="list-style-type: none"> • Review CBLD webinar on member linkage • Develop report for BOD of key points as they relate to OCC 	Discuss/reflect on committee report
September	<ul style="list-style-type: none"> • Develop a plan that could be put in a calendar 	Discuss/reflect on plan
November		Finalize plan to be included in FY2010 board calendar