Purpose: This document outlines the Membership Committees’ specific duties and internal structure as directed by the By-laws of OLLI at UNLV.

Scope: This document is a guide for the organization of the Membership Committee and its sub-committees.

Definitions and Abbreviations: OLLI at UNLV Board of Directors (The Board)

1. Mission: To facilitate the recruitment, retention and satisfaction of OLLI members.

2. Officers
   a. Chairperson
      i. Chairperson is appointed by the President of The Board. The Chairperson’s duties include:
         1. Preside over regular meetings
         2. Set the agenda for committee meetings
         3. Appoint members to sub-committees
   b. A Co-chair may be appointed to share the duties of the Chairperson
   c. Recording Secretary to record the minutes of the meeting and perform other duties the Chairperson/Co-chair may assign

3. Committee Duties
   a. In collaboration with the Board and the OLLI Director, develop measurable goals and objectives for the membership committee, with a designated timeline.
   b. Plan and participate in occasional committee activities, such as: open house, onsite registration, New Member orientation and recognition of volunteers.
   c. Make contacts with previous OLLI members who have not renewed to provide feedback to the Board, and the OLLI Director, on membership satisfaction and trends, including reasons for non-renewal.
d. Promote opportunities to meet the needs, concerns, and suggestions of members.
   Report to the Board and make recommendations on member services

e. Work collaboratively with members of the committee, Board of Directors, other
   Committees, and the OLLI Director.

4. Sub-Committees and Assignments

a. Membership Satisfaction and Retention Liaison
   i. Promote environment to help members feel welcome and part of the “extended
      family” of OLLI members
   ii. At the request of the Board, collaborate with the OLLI Director to prepare,
       conduct member surveys, and solicit member ideas on how OLLI at UNLV can
       better serve their lifelong learning and socialization needs and promote
       retention.

b. Sunshine Liaison
   i. Send out “Get Well” cards to members with serious illnesses or undergoing
      surgery, send out “Condolences” cards to families of deceased members and
      recognize significant events.
   ii. Cards and stamps are purchased by the OLLI Administrative Assistant, on
       request of the Sunshine Liaison. Chairperson purchases will typically NOT be
       reimbursed by OLLI.
   iii. Notice of member illnesses or death should be made IN WRITING to the
       Sunshine Liaison by any member of OLLI. Casual verbal comments will not result
       in any cards being sent. If the notifier does not use e-mail, he or she may give a
       written note to either the Sunshine Liaison or the OLLI Administrative Assistant,
       who will notify the Sunshine Liaison via e-mail.

Not controlled on paper
iv. No cards will be sent for member birthdays (requires access to personal information).

v. Sympathy cards will be sent only for an OLLI member’s death, or the passing of a spouse, or the passing of a member’s child. No cards will be sent for member siblings or other relatives. Sympathy cards will NOT have any religious content.

c. Mentor Team Leader

i. Recruit and train existing OLLI members in promoting an open and welcoming environment to help new members feel welcome and “learn the ropes’ about how to take advantage of the many benefits available to OLLI members.

ii. Recruit a group of volunteers willing to mentor new members.

iii. Provide mentor training and orientation to their assignments.

iv. Identify first term members who would find it helpful to have a clearly identified resource person with whom to discuss protocol issues, study groups, course evaluations, committee participation, campus and satellite campus tours off-campus events and other activities, etc.

v. Connect up ‘mentor’ volunteers with ‘mentees’ (first term members) who would like help in learning more about OLLI at UNLV.

vi. Encourage new members to get photo taken by an OLLI photographer, for inclusion in the bi-annual (even years) Member Directory and for other OLLI publicity purposes.

vii. Develop a one page bulleted sheet with key membership benefits.

d. Other positions will be assigned by the Committee Chairperson/Co-chair based on current needs.