

## National Office report

Again, it has been a very rewarding experience working with each and every one of you this year. We continue to evaluate the activities and we hope to streamline much of the “job” known as the National Office. We are again asking for no contract service rate change. Rather, we’d like to work toward making the service more streamlined for ourselves and future managers.

Specific items of note since the November 2011 BOD meeting:

- Since the National Office has assumed the role of member access management to the web, we have been able to provide access within minutes of a user change request, new member enrollment or member renewal. Many times we’ve been able to resolve problems while the member is still on the phone with us.
- The full Constant Contact database continues to have 1,000+ email addresses in the full contact list. We have created a member-only sublist. The management of this is still quite manual (See the addendum regarding renewals). The only committee that has submitted any text for publication is the ISGE committee. According to the stats available from Constant Contact, of the 1040 copies of that message sent, only 320 were opened. The previous message (which went out to members only – as of Feb 24) included 415 copies, of which only 152 were opened. We think this should all be considered against the \$320 per year price tag.
- Continuing issue (as stated at the Nov BOD): The National Office would like to be the recipient of file copies of documents created by the committees. While many documents exist from past symposiums, we haven’t received many since managing the office. When committees create documents, it would be good practice to make sure the national office gets a final copy (electronic would be good) for the files. Often we receive interim creation copies, but we don’t always know when it’s final.
- The Website application process continues to have shortcomings. Please see that attached addendum.
- The Online Roster needs to be updated. The National Office has sent several revisions over the last year and they have not been implemented. It is unclear how often updates are expected. Clearly, the advantage of an online Roster should be that it is more up to date than last year’s physical list. We get MANY requests for phone numbers and email addresses of people not showing up on the current web listing.
- By the time the BOD meets in June, all ASGS funds will be handled through M&T in Delevan, NY. The advisor for the Invesco funds will be changed within the next couple of weeks. That has been our only continuing financial connection to North Carolina. We expect to hear from the new advisor as to the makeup of our portfolio. At first glance, he thought it quite aggressive.
- The statement of Fund Balances is attached.

- The PayPal account continues to be used by new and renewal members. We still face the dilemma of not being able to accept other dollar amounts than those automatically generated on the website (partial year dues, for example). We now move all but \$100 from PayPal to our Checking account early in each month.

Respectfully,

Lynn & Bob Ponton

National Office- ASGS