

# National Office Report

Gentleman,

This office has tried several times to create a BOD report for the meeting. Every time we think it is prepared, the target moves. Please consider this our report:

The National Office has been very stable from this time last year until a month ago when Websketching had server problems and failed to respond to them. They continue to be lacking adequate response. Even the false start and delay in release of the Member Only database caused us far less grief than the current status of operations depending on the web. The fall of the year is a major time for work at this office. Traditionally, the advertising campaign for Fusion occurs in October, followed by renewals with dues letters in November. We managed to squeeze in the release of packets for current and potential advertisers while all of the web drama was taking place. We are stymied, however, with how to handle the membership renewal process. We had been seriously pushing members to use our online resources and pay using PayPal and many of them have taken us up on that. Unfortunately, that process has been disrupted.

We always get a rash of new partial year members from the student population. Many of them were left hanging because we did not get an online application via email. We had to hunt down information to connect to PayPal payments we received. This was a lot of work and a couple were darn near impossible to track down. We can't have this happen with the full membership renewal. The current status is minimally tolerable. With Websketching actually working to "fix" the issues, however, we are very anxious about what will happen next. There is no communication happening between Websketching and ourselves to discuss our actual needs.

The normal renewal process is on hold while we await board decisions regarding all of this. Whatever we tell folks in the dues letters needs to be true. We are leaning towards telling folks NOT TO USE the online process at this point. Not sure how we'll tell them that... The problem has been that everything appears to work from their end when it doesn't on our end.

Our recommendation is to hire outside for the whole process. This web world has become too complicated to have bits and pieces done by various people. I know it will cost \$\$\$ but we can not expect glassblowers to do all this stuff. They have glass shops to run. If we do hire someone, it should be stressed that communications regarding updates, changes and improvements come from ONLY one place. We feel things got muddled when Websketching started to hear from too many places. Timing was poor on all of this with Mike W. bowing out and Benj trying to get started. That server went down right as the reigns were passing.

Bob and Lynn Ponton  
National Office Managers  
American Scientific Glassblowers Society