

**Annual Report of the
OLLI at Duke Board of Advisors
2017 – 2018
Virginia Knight, President**

It has been a pleasure to have my term as President of the OLLI at Duke Advisory Board coincide with the year of the 40th Anniversary of Lifelong Learning Programs at Duke University. Thanks to Audrey Newton and her special 40th Anniversary Task Force and the Membership Committee we had a year filled with wonderful special events.

Our featured event of the year was our 40th Anniversary Convocation on September 24, 2017. The program featured Grant Llewellyn, the Music Director of the North Carolina Symphony, and Duke's own Ciompi Quartet. Steve Thaxton, the Executive Director of the OLLI National Resource Center brought congratulations from the Osher Foundation. This event at the Durham Hilton was one of our largest gatherings ever with over 350 in attendance. This event was also a successful fundraiser, raising over \$3,000 for OLLI scholarships.

Other 40th Anniversary celebration events included a Trivia Night at a local pub and a Documentary Film Series, with four films chosen from the 1960s. This film series was organized by members Alan Teasley and Mary Ellen Walkama at the Full Frame Theater on the American Tobacco Campus. The response was so favorable that we will be continuing this series in the coming year. Finally, we concluded our 40th year with a Volunteer Celebration Evening at the Nasher Museum in May for our nearly 400 volunteers.

As usual, our committees continue to be the lifeblood of OLLI at Duke. The Curriculum Committee continued to thrive under the leadership of Jonathan House, followed by Beth Anderson, but there were no changes in Subject Area Chairs representing unusual stability. They presented curricula of 160 courses for Fall Term 2017, 157 courses for Winter Term 2018, and 89 courses for Spring Term 2018. While these numbers were excellent, it was the quality of our courses and our instructors that shone. Recruitment of new instructors expanded through two Prospective Instructors' Workshops and through advertising to Duke Graduate Students. We now have a group of nearly 300 instructors who have taught for us at least once in the last two years. Most will offer courses again during the coming academic year.

OLLI instructors have been supported for the last 9 years by the Instructor Relations Committee under the leadership of Mike Bahnaman. This committee provides tools and skills to our instructors with a goal of enabling them to be "great in every class." Some of the committee's efforts include offering new instructor orientations prior to each term and sponsoring workshops on teaching techniques. They also keep instructors informed with a dedicated instructor website and a periodic newsletter, by offering assistance in developing course websites and by sponsoring monthly lunches where our instructors can meet each other and discuss common issues.

Another committee central to our program is the Membership Committee. This group, led by Margaret McKeon (and in April taken over by Rosemary Dineen) sees to the distribution of catalogs, and holds usually two annual "Meet and Greet" events, orientations for new members. They act as our activities committee as well, organizing many distinct activities from 40th celebrations events, to trips to the Durham Bulls games, to visits to museums. The Committee

also agreed for the Membership Committee to oversee the Adult Community and CCRC Subgroup as well as Special Interest Groups, Conscious Aging, and other similar programs. As well this committee has also agreed to take the monthly Socials under the Membership umbrella starting in the Fall.

The Communications Committee has been chaired by Jackie Scott for the last year. It has been a time of reorganization and redesign for the webpages and for the Spotlight. As well, even though short-handed, they have worked with Volunteer and Instructor Profiles, and created several new features including “A Tip of the Hat,” and “Dear OLLI.” They also assist other committees with Constant Contact and other communications. Many thanks go to Jackie who recently stepped down as Chair, leaving all in good condition for the next Chair.

The Nominations Task Force chaired by Sara Craven with members Susanna Chabinak-Ulhig, Gates Vrooman and Tom Wolf, came up with an outstanding slate for next year and elections were conducted totally on-line. Although voters were given the choice of a paper ballot, no one chose that option. The duly elected nominees were: Margaret Riley, President; Alan Vaux, Vice-President; Marion Jervay and Stuart Kaplan, At-Large Representatives to the Board until 2020. Alan Vaux will leave his At-Large Representative position, when he assumes the role of Vice-President. This vacancy was filled by a presidential appointment of Jonathan House, who will serve in this At-Large Representative role until the end of the 2018-2019 year. All of these persons in new roles as Board members will fully assume their office on July 1, 2018.

The Space Committee, led by Eugene Brown and then followed by Peter Blaufeux, has been working on identifying possible spaces both for a new “Hub” for our operations and for new classroom and social space. We have expanded our use of Carolina Arbors this spring and will be able to offer up to six courses a week there next fall. As well, the venue of Conscious Aging was successfully moved to St. Luke’s Episcopal Church, after serious issues with parking emerged at JRC.

A new committee, the Legacy Committee, was formed and chaired by Lisa Gabriel, to work with fundraising and Duke Development. And new life was given to the Volunteer Relations Committee, now chaired by Richard Melanson. This Committee already produced the final event of our 40th celebration year, our Volunteer Celebration Evening, mentioned above, held at the Nasher Museum and recognizing our Bill Wright Award winner, Jack Gartner, and saying good-bye to our former Director, Garry Crites. Reconstituting the IT Committee is under current consideration.

Several Task Forces were also formed during the year. This included a Visioning Task Force headed by Dick Chady followed by Gregg McPherson, whose work is now complete with the production of a Vision Statement and other documents. A new Strategic Planning Task Force will soon be formed. There is also a Catalog Redesign Task Force. This was first led by Garry Crites and will continue under Ginny Knight.

In March 2018 we conducted our fourth biennial Member Survey. We were pleased that over 850 members provided their candid input on how we are doing and where we could improve. Your Board completed its analysis and communicated the survey results and action plans in early June.

This year was the second year for our Measures of Success Dashboard. (See below.) As Gregg McPherson explained in his annual report last year, your Board is using this tool to measure progress and identify where we need to focus our efforts. As an example, since waitlisted courses are one of the main detriments to member satisfaction, we have had a small Task Force working on that problem area. As a result, the number of waitlisted courses this spring did not increase and the actual number of members on the waitlist went down. As well we will be closely monitoring those areas with yellow and red designations during the coming year and taking action when appropriate.

Measures of Success Dashboard – April 2018

<u>Measure of Success</u>	<u>Latest (Previous) Measurement</u>	<u>Trend</u>	<u>FY18 Green Threshold</u>
 Member Satisfaction (2018)	92% (88%)	↑	> 85%
 Active Members (FY17)	2,245 (2,122)	↑	2,245 - 2,312
 Course Sections Offered (3-Term Total)	410 (398)	↑	394 - 406
 Course Enrollment (3-Term Total)	6,299 (6,176)	↑	5,654 - 5,824
 % Full or Waitlisted (3-Term Avg)	37% (37%)	↔	< 25%
 Members on Waitlist (3-Term Total)	771 (821)	↓	< 609
 Active Instructors (S18)	288 (301)	↓	> 325
 Number of Volunteers (2018)	396 (436)	↓	> 481
 Duke Connections (12-Mo. Total)	26 (35)	↓	> 38
 Extracurricular Participants (12-Mo. Total)	1,815 (1,789)	↑	> 1,676
 Week 1 On-Line Registration (W18)	89% (75%)	↑	> 78%
 Effective Capacity (3-Term Total)	10,942	New	TBD
 Income - Expenses (FY17)	+ \$56,860 (+ \$70,500)	↓	> \$0

 Celebrate – 5 (7)
  Monitor – 5 (3)
  Taking Action – 2 (2)

Finally, as you know, in early April, Garry Crites, our OLLI at Duke Director since 2010, resigned to accept another position at Duke. Dean Paula Gilbert headed the search for new Director of OLLI at Duke, a full-time position in the Duke Office of Continuing Education and Summer School. The Advisory Board President, Ginny Knight, represented OLLI on the Search Committee. On campus interviews were conducted where the candidates met with representatives from the OLLI Advisory Board and from the Curriculum Committee as well as the Search Committee. The candidates also took a tour of some of our OLLI classroom facilities and continued their discussions over lunch with the President and some Past Presidents. All in all about eighteen OLLI officers were able to meet with and give their feedback for all the interviewed candidates. Ms Chris McLeod, J.D. has accepted Dean Gilbert’s offer and will start on June 25. We look forward to a productive next year for OLLI at Duke with our new Director.

June 18, 2018