

TAPPA BOARD MEETING

Meeting Date: June 11, 2016

**Meeting Location: Embassy Suite Airport Hilton Hotel – San Antonio, Texas
Mesquite Room**

The meeting was called to order at 9:02 a.m. by President, James G. "Jim" Norcom III and a sign in sheet was provided instead of roll being called. The President deemed there was a quorum.

Board Members Present:

- Roberto "Rob" Ramirez – Director (Previous Immediate Past President)
- James "Jim" G. Norcom III - President
- Richard "Rick" Lobato – Vice President
- Sallie Spotanski – Secretary/Treasurer
- Mike Billingsley – IT Information Services Director
- Michael Feyen – Director
- David L. Reynolds – Director
- Terry Pritchett - Director
- Mike Wheeler– Director
- Rhonna Endres – Sr. Business Partner Liaison

Board Members Absent:

- Yana Stephens – Director
- Michael Brantley - Director
- Shari Fricke – Jr. Business Partner Liaison

Guests:

Gloria Fuller – TAPPA Event Administrator

Jim welcomed everyone to the first official board meeting for the new year and requested the board to take time and review the draft minutes which had been sent out earlier in the week by the Secretary/Treasurer.

A motion was made Rob Ramirez to accept the Board Meeting Minutes of April 16th with a correction on page 2 as the name should reflect Sandy Hook and not Sandy Book and also the Immediate Past President Section had a "typo" as Vice President should be Immediate Past President. David Reynolds seconded the motion and the motion carried unanimously.

A motion was Rob Ramirez made to accept the 2016 Conference Minutes with the following corrections as noted on page 7 under the 2016 Director #2 position the minutes should reflect Mike Feyen with Wharton County Jr. College instead of Wharton Jr. College and on page 9 for the 2016 Directors: Yana Stephens – Aramark/SMU (2018); Terry Pritchett with Howard Payne instead of Mary Hardin Simmons (2017). Mike Feyen seconded the motion and the motion carried unanimously.

Officers Reports:

Previous Immediate Past President: Rob Ramirez

Rob stated at this time he had nothing to report; however, he will be working with Gloria to seek ideas for future nominations. He thought a good job had been done getting notices out early for nominations; however, only a few were submitted. Gloria mentioned this is an area in the past where there has been little response. Rob would like to have a side bar with the group to seek ideas going forward as there are many who are doing great jobs throughout the organization both for Facilities and also our Business Partners.

President: James G. "Jim" Norcom, III

Jim distributed to all copies of his letter dated May 1, 2016 which outlined four objectives as noted below which he wants to continue and focus on this coming year and are relatively achievable.

1. Improving internal processes and systems (e.g. membership)
2. Increase membership and conference attendance and participation
3. Maintain and improve our TAPPA profile (Initiate the new STARS Across Texas Award)
4. Establish a baseline for a sustainable and functional organizational structure that will be viable in the future (event planner and management company/small team support).

Jim stated he wants to still be able to communicate with the membership, promote TAPPA throughout Texas and throughout all facilities leadership and every level if we can. He mentioned we can do this by using our website, newsletter and brochures.

Next Jim stated there were two critical things which must be done and it involves the internal business of the board:

1. The Secretary/Treasurer's position who is not seeking re-election in 2017
2. The Event Planner Position, held by Gloria Fuller and moving that position in a new direction.

Jim mentioned last year a Finance Committee was established which Terry Pritchett served as Chair. Terry has agreed to serve as chair of that committee again this year. Agenda items under the above two items noted will be addressed from time to time so when Rick takes over he will have a good base line to move the organization forward.

This concluded Jim's report as everyone received the letter which re-states his vision for the association and the board and was open for any comments outside of this meeting, to please contact him.

Vice- President: - Richard "Rick" Lobato

At this time Rick did not have a formal report but mentioned he was very happy to be back on the board and to support Jim. He is ready to come back and to move forward with Jim's ideas and implementation thereof. He will take this board meeting to "take in" what has been going on for a year. He is looking forward to working with everyone.

Secretary/Treasurer: - Sallie Spotanski

Copies of all bank statements were available for review which coincide for the April and May balances. She also mentioned board members had been sent a copy of her detail spreadsheets earlier in the week for each account. May 31, 2016 was the ending balance date for all accounts. Two detail

spreadsheets showed the ending balance for TAPPA's fiscal year April 30-16 and second spreadsheet for May 31, 2016 which the Finance Committee needs for this year's budget.

- o Account 0525 (Main) - \$20,609.77
- o Account 4750 (Savings) - \$12,415.43
- o Account 1639 (Scholarship) - \$1,796.75
- o Account 1837 (Merchant) - \$202,573.59
- o **Sub Total - \$237,395.54**

Conference Accounts:

- o Account 8127 (2016 Conference) - \$15,869.25
- o Account 9649 (2017 Conference) - \$14,344.99
- o **Sub Total - \$30,214.24**
- o **Combined Total - \$267,609.78**

It was noted not all expenses and income had been collected for the 2016 Conference Account ending in 8127. Terry stated it appeared from the information provided the report was fairly close to what had been anticipated.

Jim asked for a motion to accept the treasurer's report as stated and submitted. David Reynolds made the motion to accept the report as given and Mike Feyen, seconded. The motion carried unanimously.

IT Director: Mike Billingsley

Mike said he had nothing to report at this time but would give a report under the Website Committee Report.

Committee Reports:

By-Laws: - Rick Lobato, Chair

There was a brief discussion concerning who will be chairing this committee. Rick was not on the board at the April Board Meeting and Mike Feyen was appointed by Jim as the committee chair. Since Rick's resignation letter submitted last July was meant to be only a "leave of absence" it was determined Rick would serve as Chair and Mike Feyen and Sallie Spotanski would continue to be serve on this committee. Several board members commented on the various versions of the proposed by-laws which had been sent out over the past several months and also several suggestions. Rick stated he would like to meet with the committee members sometime following the board meeting to discuss the various drafts, especially since he was "out of the loop." After which a proposed draft will be emailed to the committee for their review and then followed by the committee's recommendations to the board.

Jim requested everyone to be sure to attend the next board meeting and to please complete the committee chair format report and email the report to Sallie as this helps with the minutes. Jim will email the format out again which he wishes everyone to follow. This process will help get the minutes out quicker.

Rick stated he had a form which he would be modifying and sending out also which could help. Also the side bar meeting with the committee members will also need to discuss the Immediate Past President term of office.

Rhonna mentioned there was a document created at the conference on the duties of the Business Partner Rep on the board and it was typed up at the hotel so they had something to read by at the Business Partner meeting. She wanted the board to know at this time she doesn't have any idea where it is so she will be recreating the document and could possibly be implemented as an addendum.

The document will be available by the next board meeting.

Sallie explained the Business Partner Meeting is conducted by the Business Partners and any documentation relating to the meeting will be placed the Business Partner files.

Jim stated if anyone had any recommended changes to please submit their suggestions in some type of format and to the committee chair and also copy the secretary.

Finance Committee: Terry Pritchett, Chair

Terry stated he had nothing to report at this time.

Rhonna had some questions regarding the various accounts the association had and Jim requested that she speak with Sallie outside the meeting to discuss this matter further. However, he thanked Rhonna for her inquiry to ensure we had the lowest fee possible relating to the merchant account fees.

Scholarship: - Michael Brantley, Chair (not in attendance)

Jim stated the chair of this committee is open and Terry stated Michael Brantley was to serve as chair as appointed at the last board meeting. Jim will re-verify with Michael that he still wishes to serve as chair. Until further notice Michael Brantley will serve as Chair since he did say "yes" last year.

Membership: - Chair Position Open

At this time the membership chair is open and Jim stated the position had to be re-set for this term. Someone asked who was on the committee and Sallie responded, Bettie Simpson –Weeks previously served as chair and Michael Brantley and she were on the committee.

Jim explained the basic charge for this committee is to see how we can get institutions and members coming back to TAPPA. A couple of ways we can do this through the newsletter and the social media.

Rick mentioned Bettie had offered her assistance with the newsletter and also said we need to reach out to the K-12 membership as well. After a brief discussion David Reynolds volunteered to chair the committee and Sallie said she would like to continue serving on this committee.

Jim mentioned one item he would like to address is the membership certificate. Sallie responded certificates were done electronically this year as Bettie reported previously there were approximately 85 printed certificates which were not picked up last year and Bettie has the certificates.

Jim stated he did not receive a certificate this year. Gloria explained the certificate is listed on the registration site. When someone receives their registration confirmation there is a place noted to print off their membership certificate. Mike demonstrated where the certificate is located on the website.

Rick inquired as to thoughts on this matter and it was determined this feature would be left up to the individual as Gloria stated the required signatures were on the membership certificate. Gloria will also check with Cvent to see if there is a way to track who prints off the membership certificate as someone

Numerous suggestions and comments were made about the value of membership, etc. and a suggestion from Rob was to inform members as to the benefits what they are presently receiving.

David suggested if possible do a survey and see what the membership wants.

Jim stated we must market and show our value to increase membership and if there is something on the wall or desk in the office, it doesn't hurt the organization.

It was noted budget cuts from several years ago and also out-sourcing has affected our membership at the conferences.

Nominating Committee: - Rob Ramirez, Chair

No additional information reported as this committee report was mentioned under the Immediate Past President Report's earlier.

Special Awards: Rob Ramirez, Chair

Jim announced he is going to copy APPA and CAPPAs special certificate award for the proposed "Stars Across Texas" which does two things for our organization, it markets us and promotes greatness in Texas. As Texas is unique and has the most participants, in turn the selected names will be to APPA and CAPPAs with hopes that these individuals will be recognized at their next annual events.

Rob mentioned the first nomination notice last year was sent out in November for the current awards (Business Partner and Facilities and Emeritus Awards) and was followed by several blast and postings on the website, thanks going out to Gloria and Mike. Rob also mentioned worked with the Sallie in regards to the nominations. A limited number of responses were received by him and would like to see more nominations this year. In addition he would like to send out the notice sooner this year possibly in September. Gloria stated it has always been difficult to get nominations in past.

Rob said the announcement sheet would show what we want and who is eligible as this process might help with the nomination process as the membership might know of individuals who fit the criteria. Gloria stated there is some criteria on the by-laws that explains the criteria and example she pointed out was the Emeritus Award

Sallie is to provide a list of those who received the Special Awards since 2008 since this was when she took office. She will be submitting Steve Dumler's name in the next couple of months for an Emeritus Award as she just informed at the 2016 Conference he had retired in December 2015.

Break called at 10:12 a.m.

Meeting resumed at 10:24 a.m.

Conference Reports (2016, 2017 and 2018) – Gloria Fuller, Chair

Gloria provided a brief review of the 2016 Conference and stated the Guide Book App which had "live polling" was used this year for the election of directors/officers and it went very well. Everyone seemed to like it but we need to get more people using the app in the future. She mentioned we advertise, send out emails, had signage at the event, tell our attendees about the app, but there are those who still enquire as to "what is that?" Basically the app is only for events but Gloria will check to see if the survey module can be used throughout the year. The Guide Book was also used for the Scavenger Hunt this year as well and it was a "big hit" and lots of fun.

The 2017 Exhibitor Packets were distributed at the conference and about 24 exhibit spaces have been sold so far. APPA/CAPPAs is receiving a complimentary table top space.

The 2017 planning is pretty much done and the tours and schedules for the sessions are being worked on at this time. Speaker forms received are very few as only six have been received at this time thus the time frame has been extended. A discussion was held and it was decided to have panel and/or round table discussions in place of individual sessions. Rick mentioned based on the survey questions received back from the 2016 Conference, it appears that our membership would like to see more members present on what is happening at the various institutions and enjoy the panel and round table discussions.

A brief discussion was held as to when the speaker submissions should be received. The deadline has been moved back to August 31st for the forms to be sent in. Gloria stated the website could be opened in September and the names of the sessions already approved could be listed and the remaining ones could be listed as "to be determined."

Rhonna Endres, David Reynolds, Mike Wheeler, Shelton Riley and Sallie Spotanski will serve on the selection of the speakers with January 1st being the deadline for late submittals.

ThyssenKrupp will be the 2017 Golf Tournament Sponsor. Hollis and others are working on obtaining more sponsorships.

Sallie was able to locate the magician which performed at the 2009 Conference. He will be performing during Casino Night, Tuesday Night Reception and possibly do a magic show for the entertainment at the banquet as this will allow us to have more control over the time at the banquet.

Terry asked for a comparison between the 2016 and 2017 hotel cost and food expenses. Gloria stated the cost would be more in 2017. Jim briefly reviewed for the new board members why a finance committee was formed last year. Previously in the past we really didn't have an operations budget. Thus the committee was formed so we could do and proceed with projects for the future.

The 2016 conference bank account is still open at this time as a couple of invoices relating to the vehicle rental, refunds and reimbursement from some board members have not been received. She estimated the revenue to be in the neighborhood of \$138,000.

Gloria is trying to keep the 2018 up to date so we won't fall behind until the new planner takes it over. The 2018 Event will take place in Austin and Juan Ontiveros will be the host. Updates were provided to all board members so she did not go over these.

The success of the 2016 Conference was contributed to Bob Casagrande who had dedicated staff who contacted the various business partners.

SOG Committee Report: - Chair to be determined

Following a brief discussion it was determined that Mike Feyen and Mike Wheeler will be co-chairs and Sallie Spotanski will also serve on this committee. Sallie is to email Mike Feyen the original draft which Terry Pritchett sent out in February, 2013 since the current SOG documents were too confusing and a lot of correspondence during the past year was not distributed to everyone.

Robert stated the intent of the SOG (Standard Operating Guidelines) was to provide new members on the board their expectations. Mike Wheeler will create some type of document which can be tracked easily.

Website Committee Report: Mike Billingsley

Mike gave a brief review of the website:

- Home page has been revised
- Links to 2016 Conference
 - Certificates can be printed
 - Business Partners can obtain information about members
- Gloria's contact information is listed for the 2017 Conference.
- Moved up career opportunity page (possibly keep on home page). Seven requests have been received since the conference regarding new positions.

- Received 10-12 new contact requests and he will compare with Cvent information so their names can be added to the database
- 2017 Business Partner Info (logo's) is up and running
- Meal sponsors will have some additional perks
- Minutes approved earlier today with corrections are already on website
- Yana's changes regarding Facebook and Twitter appear on website
- Email links for all board members are updated

Mike will provide instructions by email to those board members who wish to have their TAPPA emails on their phones or tablets as it is fairly easy and will not affect the folks who have "forwarding" emails.

A brief discussion was held regarding the "Hanover" application which Sallie stated appeared on her phone from one of the new email addresses. Mike stated there were several free word document apps available for tablets and phones and if anyone needs help he will be happy to assist and provide information. Mike stated he would email everyone instructions for phones regarding the new email addresses for androids and iPhone.

Storage space is unlimited with the new email addresses so there should not be any issues as there is new phishing attempt out to obtain personal information.

Mike requested to be on all committees which TAPPA has so he can be able to assist in the way of technical support.

An email space is available for the Event Planner in the future, but currently there isn't one set up as Gloria uses her sbcglobal.net address.

Mike stated he does have a back-up as he doesn't trust the "cloud". Further discussions would be held later regarding back-ups and archives.

Business Partner Report: Rhonna Endres

Rhonna read bullet points from the Business Partner Meeting held at the April Conference and a copy of Business Partner report was given to Sallie for the records.

There was a brief discussion as to the booth spaces/table tops and pricing. Gloria stated the venue has a lot to do with the number of table tops which we can have based upon the fire marshal's code.

Sallie acknowledged Rhonna and Bob for asking the nominees to stand and introduce themselves during the Business Partner and state why they wanted to be elected as the Jr. Business Partner Liaison.

The deadline for the 2017 speaker presentation will be January 13th.

Notices will also be generated earlier this year by Rhonna for those who wish to seek election to serve as a business partner liaison.

Rhonna will be revising the guidelines for speaker presentations and stated a few modifications have already been made to the current form. The form will have a place for signature and state it is from the board.

Facilities Report: Terry Pritchett

Terry briefly reviewed his report focusing particularly on outsourcing, having a few more sessions available for various campus sizes, round table discussions and CEU's. A copy of Terry's report had been emailed to board members previously and his report will be retained for the files.

Jim, Bettie, Rob and Terry were the board members present at the Facilities Management meeting as the report originally did not specify which board members were in attendance. Other board members were at the Business Partner Meeting which was held at the same time.

Lunch Break: 12:06 p.m.

Meeting Resumed: 1:11 p.m.

Before going into old business Jim restated where the future conferences will be held and who will be hosting:

- 2017 Fort Worth – Hollis Dyer - hosted by TCU
- 2018 Austin – Juan Ontiveros - hosted by UT
- 2019 Houston – James G. Norcom, III - hosted by U of H

Old Business:

TAPPA Lapel Pins Redesign: Terry Pritchett suggested to defer the design to Jim and Sallie with Fort Worth Promo being the promotional company which the pins will be ordered from. Fort Worth Promo is one of our business partners. For 500 - \$955 or 1000 for \$1,700 so Rick Lobato made a motion to proceed with Terry's suggestion and it was seconded by Mike Wheeler and the motion carried unanimously.

TCUF: The conference will be held in September at Houston and Rhonna will check with Broaddus to see about the possibility of having a joint venue or possibly an educational/luncheon. This item will be kept on the agenda and see we can "build" on this endeavor.

Scholarship notices/disclaimers: No change regarding this topic since information is posted on the website. Sallie make a motion for an allotment of \$1,000 for facilities day pass scholarships relating to the 2017 Conference and Robert Ramirez seconded. The motion carried unanimously.

Event Planner: A copy of the Cher Brink's proposal will be retained in the official records as it was distributed to all board members by Jim. A discussion followed as someone ask for her resume and references. Jim stated he would contact Cher following today's meeting and will provide all board members with an update. Gloria gave her personal opinion regarding Cher's proposal which for the most part was favorable and stated that she and Sallie had a conference call with Cher. Cher has not worked with any educational events.

The Event Planner will be kept on the agenda until a decision is made.

Gloria stated we needed to have someone now as the 2018 budget and booth pricing must be in place by the 2017 Conference. Terry wanted to clarify the operational budget period for the new folks which is May 1st through April 30th and in February the board discussed the pricing which Gloria needs to put out pricing for the booth spaces, etc. The board provides to Gloria the net income which they wish to receive as this will pay for our yearly expenses.

RFQ's will be sent out by Gloria to other companies relating to this position and the RFQ will include size, cost- percentage of time, experience, references, C-Vent, etc.

Rhonna Endres will research the possibility of obtaining a grant for funding since she has experience in this area. This avenue may be one way of helping pay for the event planner costs in the future.

Sales Tax Exempt Cards/Name Tags: Sales Tax Exempt Cards were given to new board members and also name tags with exception of Mike Wheeler's sales tax card as required signature was not received in time. A brief review of how the exempt cards are to be used.

Cell Phone Sleeves: Sallie distributed cell phone sleeves with TAPPA design which Jim requested.

New Business:

CAPPA/APPA Conference Representation: A motion was made by Rick Lobato and seconded by Mike Feyen for Sallie Spotanski to attend the 2016 CAPPA Conference (Oct. 9th -12th) as TAPPA's representative in Little Rock, Arkansas and work the complimentary booth which TAPPA has been provided. The motion carried unanimously.

Terry reminded everyone that the current budget did not include sending anyone to the APPA/TAPPA Conferences.

Following some discussion a motion was made by Robert Ramirez and seconded by Rick Lobato for Jim to represent TAPPA at the annual APPA Conference (July 12th-14th) in Nashville, Tennessee. Jim will receive an advance of \$1,000 to cover expenses as registration and airfare have already been paid. All eligible voting board members voted "yes" with Terry Pritchett voting "no". Motion carried.

David will contact APPA and obtain the number of members in Texas that belong to APPA.

GUIDEBOOK: Gloria previously discussed this matter and explained what works and what doesn't.

AUDIT: After some discussion and comments and suggestions made by David Reynolds, Robert Ramirez and Terry Pritchett, it was determined TAPPA is in compliance and there is no need for an external audit and proposed changes may need to be made to the by-laws concerning this area.

Debit Card: Jim will contact Bank of America to obtain a debit card for himself. Sallie mentioned he must provide the bank with his social security number.

Facilities Management Listing: Gloria to provide David with a current TAPPA membership list and David will also check with Shelton regarding CAPPA's membership list.

Term of Vice President: Terry Pritchett announced the new term for Vice-President for the new board members which is currently two years and ask Jim for his comments relating to the term. The term will be reviewed at a later date.

The next board meeting will be October 15th at the Embassy Airport Hilton Hotel in San Antonio.

A motion was made by Sallie and seconded by David to adjourn the meeting. The motion carried unanimously.

Meeting adjourned 3:28 p.m.

Respectfully submitted

Sallie Spotanski
Secretary/Treasurer