

NOTE TO MINUTES: *The materials and reports briefly referenced in the following minutes are included in the meeting's Agenda Packet, available on the AOA website at the indicated page numbers.*

**AUXILIARY ORGANIZATIONS ASSOCIATION
OF THE
CALIFORNIA STATE UNIVERSITY**

Draft Minutes of the Executive Committee

**Meeting Held by Audit/Video Electronic Transmission
(There was no physical meeting location)**

November 20, 2020

| <u>Officers & Representatives</u> | | | <u>Present</u> |
|--|---|---------------------|-----------------------|
| Kacie Flynn | President | Humboldt | Yes |
| John Griffin | Past President | San Bernardino | Yes |
| | Chair – Long-Range Planning Committee | | |
| | Chair – Nominations Committee | | |
| Monica Kauppinen | President-Elect | Sacramento | Yes |
| | Chair – Conference Planning Committee | | |
| Richard Jackson | Secretary/Treasurer | AOA Headquarters | Yes |
| Heather Cairns | Elected Representative | Northridge | Yes |
| Sharleen Krater | Elected Representative | Chico | Yes |
| Teresa Loren | Elected Representative | San Diego | Yes |
| Maria Reyes | Elected Representative | Long Beach | Yes |
| Jonathan Navarro | Elected Representative | Northridge | Yes |
| Bella Newberg | Elected Representative | San Marcos | Yes |
| Todd Summer | Elected Representative | San Diego | Yes |
| Martiz Ware | Elected Representative | Long Beach | Yes |
| | | | |
| <u>Designated Members</u> | | | |
| Rasheedah Shakoor | Chair – AS/Student Union/Rec Committee | Dominguez Hills | Yes |
| Cynthia Fenimore | Chair – Commercial Services Committee | San Marcos | No |
| Carlos Careaga | Chair – Bus. & Financial Services Comm. | San Diego | Yes |
| Kristen Pichler | Chair – Human Resources Committee | Northridge | Yes |
| Rachel Raynoha | Chair – Information Technology | San Diego | Yes |
| Diane Trujillo | Chair – Research Administration | San Bernardino | No |
| Monica Alejandre | Chair – Philanthropy | San Bernardino | Yes |
| Dwayne Brummett | Chair – Risk Mgmt. & Insurance Programs | Cal Poly SLO | Yes |
| Michele Goetz | Chair – Past Presidents Committee | San Diego | Yes |
| | | | |
| <u>Board Liaisons (Non-Voting)</u> | | | |
| Jonathan Bowman | CABO Liaison | Sacramento | Yes |
| Robyn Pennington | Business and Finance Liaison | Chancellor's Office | Yes |
| Lori Redfearn | Advancement Services Liaison | Chancellor's Office | Yes |
| Carrie Rieth | Office of General Counsel Liaison | Chancellor's Office | Yes |

Guests: Erica Almaguer, Dave Edwards, Vlad Marinescu, Aaron Neilson, Scott Schorn

| Agenda Item | Follow-Up Action |
|---|------------------|
| <p><u>Remembrance of Fred Neely</u> President Kacie Flynn shared the news that Fred Neely, our long-time colleague and advocate for auxiliaries, sadly passed away Tuesday night. After his retirement from 49er Shops as Bookstore Manager, Fred worked with Alternative Learning Solutions in the Chancellor’s Office, and for the last seven years worked for AOA as a Conference Service Provider for AOA, taking Business Partner Sponsorships to record levels. We will greatly miss his commitment, personal graciousness, and his constant source of useful counsel.</p> <p><u>President’s Convening Information</u> Flynn welcomed people to the last Executive Committee meeting of the 2020 year. All members and participants in the meeting are using the Zoom online platform indicated in the Agenda Packet emailed in advance of the meeting. AOA’s Bylaws authorize meetings by teleconference so long as participants can communicate concurrently with each other and participate fully in all matters.</p> <p>Flynn went over some meeting mechanics: The roll call of meeting participants and the voting on all action items will be conducted using the live “Chat” feature, which also creates a written historical record for the meeting minutes. She instructed the board in the use of the “hand-raising” feature to signal one’s desire to speak.</p> <p>A. CALL TO ORDER AND OPENING REMARKS</p> <p>Flynn called the EC meeting to order at 12:06 pm, and announced that it is being held virtually as authorized by Article IX, Section 4 of the AOA Bylaws. She requested members to sign-into the meeting using Zoom’s “Chat” feature, and subsequently reported that a quorum was present.</p> | |
| <p>B. APPROVAL OF AGENDA</p> <p><i>Action Taken: The meeting’s agenda was approved as presented (m/ Todd Summer, s/ Michele Goetz).</i></p> | |
| <p>C. APPROVAL OF 8/21/20 MEETING MINUTES (Agenda, pgs. 1-13)</p> <p><i>Action Taken: The minutes were approved as presented (m/ Carlos Careaga, s/ Teresa Loren).</i></p> | |
| <p>PUBLIC COMMENT PERIOD</p> | |

There was no public comment period at this meeting.

D. OLD BUSINESS FOLLOW-UP (Agenda, pg. 14)

Richard Jackson presented a status update on the unfinished business items and board tasks carried forward from prior meetings. A contract proposal for ongoing Website management is on this meeting's agenda, but the appointed Bylaws Focus Group will not be able to meet until next year. Flynn will address today a plan for jump-starting a Strategic Planning Group to work with the next year's Long-Range Planning group on a financial model for the future.

E. PRESIDENT'S REPORT

1. Welcoming Vlad Marinescu, CSU Chief Audit Officer

Flynn welcomed Marinescu and invited him to comment on his new role. He briefly discussed his vision for Audit and Advisory Services, stressing a priority to work collegially and listen to what stakeholders need, balancing a customer-centric approach (helping auxiliaries address operational issues in real time) with his obligation to the Board of Trustees. Audits will be based on a systemwide risk analysis and ranking, followed by identifying risk issues with individual campuses. They are moving from a CY to a FY schedule beginning in 2020-21.

2. CABO Liaison and Revised AOA Leadership Roster(Agenda, pg. 15)

Flynn reported that Jonathan Bowman, VP at Sacramento State, who will be next year's CABO representative, has agreed to step into the Liaison slot early given the retirement of VP Doug Dawes from Humboldt State University.

3. Strategic Planning Group – Planning for 2021

Flynn announced getting an early start on strategic planning by recruiting members for the Long-Range Planning process early. She has sent out invitations and will announce the roster at the January conference. The goal of the group is to draft a five-year plan and develop a narrative to go with the financial forecast. For example, the forecast presents alternative future scenarios for the Business Manager position (IC Service Provider or paid staff) and plans for AOA's future in the event of challenges such as COVID.

4. Systemwide Sustainable Procurement Policy

Flynn announced that a revised Procurement Policy draft (with tracked changes) has been distributed. The open-comment period has been extended to December 18 and auxiliaries are encouraged

to send comments to Mike Redmond on the how the proposed purchasing changes will impact auxiliaries.

5. Chief Procurement Officers – Auxiliary Leveraged Deals

A systemwide multi-year strategic partnership with one of the primary food service companies (Aramark, Sodexo, Chartwells, etc.) is being explored by the Chief Procurement Officers Association (CPOA). With Auxiliaries being one of the CPOA’s Centers of Excellence, they have asked Commercial Services and other willing Auxiliary and non-Auxiliary participants to assist in project development, research, and the RFP development/review.

Benefits to the CSU and its Auxiliaries might include: competitive pricing and service terms, financial investment, support of CSU’s food pantries, opportunities to engage alumni business owners, alignment with sustainability and diversity initiatives, and providing students with employment opportunities.

Cynthia Fenimore and Aaron Neilson with AOA’s Commercial Services Committee are actively engaged in this effort.

6. Officers Group Report – Plan for the Conference AOA Update to the Membership

The Officers met in October and in early November to discuss the handling of business normally conducted at the Annual Business Meeting (ABM). Due to the pandemic, there will be no ABM this year, and business will be conducted by email. A packet of annual Committee and financial reports will be distributed to the Membership in mid-December, and an email ballot will be sent to EDs for the election of the 2021 Officers and Elected Representatives. At the AOA Leadership Update on Tuesday morning at the Conference, the results of the election will be announced, and the President will present an Annual Report on AOA and recognize the work of the 2020 EC and AOA Committees.

There were no objections to the plan to use an electronic ballot this year for the membership vote on the 2021 Leadership Roster.

F. PRESIDENT-ELECT’S REPORT

1. 2021 AOA Virtual Conference Report

Conference Chair Monica Kauppinen reviewed the conference plan, including using the Zoom virtual platform for the meetings, and using the EventsAir conference software for registration as well as their new specialized platform for showcasing and interacting with business sponsors. We have hired PSAV to produce the virtual conference, and their team of Stage Managers will orient, train and rehearse the session hosts, presenters and other helpers.

The Conference is planned for partial days on January 11-13 and includes 90 minutes of up-to 9 Concurrent Sessions on each day. Chancellor Castro has been invited to do a short welcome. General Sessions will include updates on key issues from a Chancellor's Office panel, keynotes by Steve Relyea and Vlad Marinescu, and an address from Dr. T.J. Logan, Associate Vice President of Student Affairs at Temple University, who along with guest experts will discuss accelerating hybrid trends in education and opportunities to bridge to the future.

We hope the conference's virtual format will offer the opportunity for more members to attend.

G. BUILDING RELATIONSHIPS AND PARTNERS

1. CABO Liaison Report (Agenda, pgs. 16-22)

Jonathan Bowman presented the following report:

- We received an update on the 23C Procurement initiative which prioritizes and aligns four strategic directions across the CSU. The 23C Plan has tracked, over the last three years, a savings of \$99 million where the original three-year goal was \$65 million. CABO, in support of the 23C program is focused on supporting the integration of CSUBUY, the development of strategic partnerships, and supporting professional certification of procurement personnel.
- Audit and Advisory Services is expanding the Data Analytics (DA) Program. The first phase of this program was launched in 2018 where software was used to mine and review credit card/procurement card data. The DA program is expanding to review HR/Payroll and expenditure analytics. One campus will serve as a pilot in 2020 with additional campuses being reviewed in 2021.
- Spring 2021 in-person activity plans are being submitted to the CO and as of 11/5/2020 the percentage of in-person course sections, students, faculty/staff, and student housing are tracking similarly to fall 2020 numbers.
- Systemwide budget reduction methodology: The state budget for 2020-21 is reducing ongoing support of the California State University (CSU) by \$299 million; legislature required that the CSU mitigate disproportionate negative impacts to low-income students, students from underrepresented minority groups, and other disadvantaged students. Further explanation and the level

of reduction by campus is available in the CSU's 2020-21 Final Allocation Memo.

- CABO continues to navigate the interpretation of how institutional CARES funding can be spent down; different campuses are utilizing different methodologies
- CSURMA Executive Committee approved Risk Management Innovation grant for a systemwide student training management platform; this will allow campuses to track student training for risk management purposes.

Bowman additionally reported that students are wary of coming back to student housing after the November break – impacting in-person learning and housing plans.

2. CSU Business & Finance Liaison Report (Agenda, pgs. 23-25)

Robyn Pennington provided a written report on the agenda items of various Committees of the Board of Trustees at its September and November meetings. In addition, she provided the following update on policies and guidance recently issued:

One of the items on the November Board of Trustees agenda is **Delegation of Financing Approval for Auxiliary Liquidity Loans**. If auxiliaries have questions about liquidity loans or lines of credit or the approval process, please contact Robert Eaton at the CO. Eaton will also discuss this topic at the Chancellor's Office Update Panel at the annual Conference. John Griffin commented this could provide a saving life-line for Commercial Services.

Debit/Credit Card Payments

This policy has been updated with technical changes and revised formatting and is available in the CSU Policy Library.

[Educational Broadband Service Contracts](#)

This policy has been revised and is available in the CSU Policy Library. This policy applies systemwide to the sale or lease of educational broadband service (EBS) spectrum and has been revised in response to rule changes issued by the Federal Communications Commission (FCC) regarding the lease and sale of EBS spectrum.

[Fiscal Resources for Campus Development](#)

This policy has been updated and the language regarding capital administrative fees has been clarified. This policy is now available in the CSU Policy Library. This policy describes the process for obtaining and encumbering funding for capital outlay. The process for obtaining support funds for new space is also described.

[Occupational Therapy Doctorate Degree Programs](#)

This new policy is now available in the CSU Policy Library. This policy establishes minimum requirements, policies and procedures that shall apply to all Occupational Therapy Doctorate (OTD) degree programs offered solely by the CSU; however, this policy does not address requirements of OTD programs offered jointly with other institutions. Campuses may establish policies in addition to those stated herein.

[Professional Services for Campus Development](#)

This policy has been updated and is available in the CSU Policy Library. Under the authority given the trustees in the Education Code and the Public Contract Code, authority has been delegated to the campuses to develop and administer service agreements in connection with public works projects, provided that such agreements, regardless of cost and source of funding, are reviewed and approved by the Office of General Counsel.

[Real Estate Service](#)

This policy has been updated and is available in the CSU Policy Library. Campus presidents are responsible for the planning and execution of all matters related to real property development projects on their respective campuses. The Executive Vice Chancellor and Chief Financial Officer is responsible to assist campuses in planning projects and to provide staff review and analysis prior to action by the Board of Trustees. The Chancellor and the Executive Vice Chancellor and Chief Financial Officer shall make a determination as to the applicability of the policy to a specific project.

[Security of Cash and Cash Equivalents](#)

This policy has been updated with technical revisions and is available in the CSU Policy Library. The Chief Financial Officer (CFO) of each campus or designee shall ensure the physical security of cash and cash equivalents, maximize the use of funds, accurately record receipts, ensure the reliability of financial data, and authorize employees to handle incoming cash and cash equivalents.

[The Collection and Reporting of Data on Student Ethnicity](#)

This policy has been updated with technical adjustments to reflect existing practices and is available in the CSU Policy Library. It is the policy of the CSU to collect and report data on student ethnicity to comply with state and federal reporting requirements and to assist in campus planning.

3. CSU Advancement Liaison Report (Agenda, pg. 26)

Lori Redfearn provided the following Advancement update:

Philanthropy

The CSU had a record-breaking fundraising year. Gift commitments exceeded \$640 million and gift receipts exceeded \$400 million, both record achievements. Campuses in campaign were largely responsible for the forward momentum which overcame the challenges of a final quarter that suspended call centers and required donor visits to be virtual.

The November Board of Trustees meeting celebrated donors with the approval of seven naming recognitions. The most ever presented in a single meeting and representing nearly 70 million in gifts to the university.

Most of the donated funds are for specific designated purposes – only 2% are unrestricted funds.

Chancellor Transition

With a new chancellor comes an opportunity to restructure the Public Affairs and Communication team to address CSU's needs and challenges in an ever-changing world.

Public Affairs will move from the Communications Department to become its own department titled "Strategic Communications and Public Affairs." Patti Waid, currently director of university communications at Fresno State, will lead this department in the newly created role of assistant vice chancellor. Mike Uhlenkamp will continue in his role as senior director of public affairs.

Patti's arrival and the subsequent restructuring will ensure our ability to plan and execute an external communications effort to support Chancellor-select Castro, assist Advocacy and State Relations in its advocacy for our state budget and legislation, and coordinate messaging with campuses.

The Communications Department will be renamed "Marketing Communications" to better reflect its role and the priority placed on providing high-quality marketing and branding materials, videos and websites to support the CSU. Mark Woodland will continue as assistant vice chancellor for this department.

4. CSU General Counsel Liaison Report (Agenda, pg. 27)

Carrie Rieth made the following report:

Student Class Actions re: Fees/Tuition Refund Update

CSU continues to vigorously defend against multiple lawsuits seeking to recover a refund of tuition and fees because of the

system's move to virtual learning to protect students, staff and faculty and to ensure continuation of education services in the face of the Covid-19 pandemic. Auxiliaries are assisting by providing necessary information to our outside counsel. OGC litigators will attend the November monthly meeting of the Associated Students and Student Union Directors to discuss the litigation.

New Administration—What to Expect?

The Trump administration issued several Executive Orders and agency guidance rules, including [EO to Combating Race and Sex Stereotyping](#) and the Department of Education's [Rule on Free Speech and Religious Liberty](#). Higher education associations are opining on what to expect from a Biden administration with respect to these orders and others impacting institutions of higher education.

Foreign Source Reporting

The Department of Education issued a Notice of Interpretation regarding Section 117 of the Higher Education Act, which requires institutions to report gifts from and contracts with a foreign source valued at \$250,000 or more. The Department also issued a report discussing violations by various universities, including the failure to report gifts and contracts entered into by affiliated non-profit auxiliary organizations.

The next foreign source report will be due on January 31, 2021.

H. REPORTS

1. Long-Range Planning Committee/Nominations Committee

(Agenda, pgs. 28-29)

Chair John Griffin reported that Flynn previously addressed the strategic Long-Range Planning process for next year.

The Nominations Committee met in October to review and discuss the submitted nominations for the four (4) Elected Representative positions and the President Elect position. The Nominations Committee is pleased to present the following EC Leadership slate:

- Rasheedah Shakoor, CSUDH, Associated Students Incorporated
- Sharleen Krater, CSU Chico, Associated Students
- Teresa Loren, SDSU Research Foundation
- Jimmy Francis, CSUN, University Student Union

For the President Elect position, the Nominations Committee is very pleased to present –

- Martiz Ware, CSU Long Beach, Associated Students

Action Taken: The EC voted unanimously to approve recommending the 2021 EC Leadership Roster to the AOA Membership for adoption (m/ Kacie Flynn, s/ Sharleen Krater).

The Lifetime Honorary Member Award, Outstanding Accomplishment Award, and the Scholarship of Excellence Award will be put on hold this year, because they are more appropriate and impactful awarded at an in-person meeting, and when students return to employment more of them will be eligible to apply for the scholarship.

2. Human Resources Committee (Agenda, pg. 30)

Chair Kristen Pichler reported the Committee has continued to engage in bi-weekly Zoom meet-ups to offer a forum for members to ask questions, share resources, and provide colleagues with much needed moral support. A wide variety of topics have been discussed since our last committee report in August, including but not limited to: new FFCRA regulations for employers with 500+ employees; the President's Payroll Tax Deferral Order; internet and expense reimbursement for employees who are teleworking; the challenges some auxiliaries are experiencing in relation to the migration from Target Solutions to Sum Total; cyber liability; SB 1159 (expanded presumption of workers' compensation liability for COVID-19 illness claims); AB 5 (independent contractors); 3rd party recruitment; severance packages; and remote I-9 verifications.

In conjunction with Zoom meet-ups, a continually updated Google Doc has been developed and is being used to store recordings of all HR Committee Zoom meetings, COVID-19 resources, job descriptions, and other HR-related information of interest to HR committee members. General information is also communicated to members via the AOA website.

3. Research Administration Committee (Agenda, pgs. 31-35)

Chair Diane Trujillo submitted a written report noting the topics and discussions at the October meeting: Effort Reporting, Draft Sustainability Procurement Policy, AOA website, fringe benefit rates, human subjects/research participant incentives, DOE Foreign Source reporting, Cayuse SP Mini Demo and discussion, and NACUBO program codes. The Committee is developing an Internal Leadership Handbook which will provide guidance in leadership transitions.

4. AS/Student Union/Recreation Committee (Agenda, pg. 36)

Chair Rasheedah Shakoor reported that the committee is holding more meetings (via Zoom) than ever before. Topics from the September meeting included the CO policy input process, security camera policy, viewpoint neutral policy (with Carrie Rieth), student

fee reduction conversations and student fees PR management, COVID challenges, layoff or work force reductions or redirects, and student election application security. The committee is looking into structural changes that will enable focus groups for AS, SU, Rec, Child Care, Leadership Development and Programming.

5. Commercial Services Committee (Agenda, pgs. 37-38)

Aaron Neilson reported that the committee has been active with Member Engagement (conducting surveys and using the AOA website to publish surveys and give members an opportunity to post questions and receive responses, and with the Center of Excellence/Procurement leverage effort that Flynn reported on earlier. It is important to note that the procurement collaborations, intended to save auxiliaries money, do not inhibit the independence of an auxiliary to do something different. The January conference will include sessions on the Procurement initiative, on Food Service innovations, and Bookstore innovations.

6. Business and Financial Services Committee (Agenda, pg. 39)

Chair Carlos Careaga reported they decided not to hold the planned October mini-conference this year due to workloads, and will instead focus on the content for the January conference. His auxiliary experienced the “hardest financial audit ever,” and so is interested in a conference session of what the pandemic-era audits and advisory services will look like, and also a session on the cashless environment. Committee members continue to share information regarding campus facility closures, tactics for responding to the pandemic, campus re-populations and budgeting strategies.

7. Information Technology Committee (Agenda, pgs. 40-41)

Chair Rachel Raynoha talked about the committee’s growth – 18 committee members participated in the November meeting. Hot topics discussed were the CO’s draft on Sustainable Procurement Policy and its potential impact for IT, the review of IT governance and services on some campuses and auxiliaries, the leveraging of similar systems in many auxiliaries (e.g., Kronos services), the impact new privacy requirements in view of Proposition 24’s approval. They also shared information on the Higher Education Community Vendor Assessment Toolkit (HECVAT) Resources. The HECVAT is a questionnaire framework specifically designed for higher education to measure vendor risk. Managing 3rd party risk is critical as more and more services and data are shared externally.

8. Philanthropy Committee (Agenda, pgs. 42-43)

Chair Monica Alejandre submitted a committee report included in the agenda packet. Topics discussed included an update on Assembly Constitutional Amendment 5, a new online survey tool

for foreign source reporting, socially responsible investing in endowment policies, endowment accounting software, board engagement, and Foundation cost allocation policies. At a planned December meeting, proposed agenda topics include stewardship of donor funds, Foundation board assessment, and strategic planning for Philanthropic Foundations.

9. Past Presidents Committee

Chair Michele Goetz had no report for this meeting.

10. Risk Management Committee/AORMA Update (Agenda, pgs. 44-52)

Chair Dwayne Brummett's referred to the report included in the agenda packet. The report discusses program funding for FY 21/22, the dividends to be paid in July 2021, and the long range goals for the upcoming year. The Unemployment Insurance Program has losses at 3/31 and 6/30, but it did receive the 50% Cares Act Credit which provided some much needed financial relief. Even so, UI losses increased from \$989,390 in FY 18/19 to \$4,207,378 in FY 19/20.

The AORMA Committee approved the FY 21/22 Liability Program total costs of \$6,107,408 which is a 29% increase compared to the contributions paid into the Liability Program for FY 20/21. The self-insured layer continues to be conservatively funded. The FY 21/21 Workers' Compensation Program costs increased 12% compared to the prior year.

Property Program total costs of \$3,735,954 which is a 31% increase as compared to the contributions paid into the property program for FY 20/21. Property premiums are expected to continue to rise due to the "new normal" catastrophic wildfires and winter storms, as well as uncertainty regarding COVID-19. Crime Program total contributions increased 44% compared to FY 20/21 due to a need to increase the self-insured layer.

On the good news side, the AORMA Committee approved a Liability Program dividend of \$963,144 and a Workers' Comp Program dividend of \$455,528.

Upcoming Resource Guides include Risk Management Considerations for Accepting Gifts, Acceptance, Evaluation and Storage of Waivers, Indemnification Language and Insurance Requirements for Subcontractors, How to Analyze Certificated of Insurance and Endorsements, and New Realities of Insurance Post COVID-19 and California Wildfires.

I. SECRETARY-TREASURER'S REPORT (Agenda, pgs. 53-57)

Year-to-Date AOA Financial Report

Jackson provided a short narrative summary of AOA’s financial status, inviting questions on the three financial reports provided in the agenda packet. Overall, operations are in good shape, in spite of pandemic effects:

Revenues are holding (there was no pushback on dues invoices this spring, showing that auxiliaries see value in having access to insurance, an annual conference, interactive Standing Committees, and issue briefs on topics of timely concern);

Expenses are reduced due to savings on EC travel and meetings;

Both Conference fees and Business Partner income are reduced in 2021, and the Conference expenses are also less (due to savings on hotel meetings and travel), and the result is likely to be a small overall loss.

AOA’s Total Net Assets of \$550K provide a great cushion against uncertainty (e.g., the potential for a penalty if we need to modify the contract for the 2022 Conference in Indian Wells).

2020-21 Year-to-Date Transactions

Provided for the Board’s oversight review are the AOA transactions so far for the new fiscal year.

J. MEMBER RESOURCES

1. EC Report to the AOA Membership (Agenda, pgs. 58-60)
Included in the agenda packet is a copy of the traditional Report to the Membership, alerting them to key topics before the EC and offering them the opportunity to engage by providing feedback and questions.

2. Proposed Website Management Agreement (Agenda, pgs. 61-62)
For the last couple years, the ASI at Long Beach has provided support for the new AOA website, updating website features and postings as requested by Dixie Johnson, AOA’s Website Content Manager. AOA is grateful for the loyal and dedicated assistance Long Beach has provided over the years, and for providing the website documentation that now enables AOA to engage an outside professional firm to provide website management services going forward.

The CO assisted AOA in soliciting and negotiating a proposal from the Dent Agency, who does website management for the CO. We have conferred with Dent (whom we found very knowledgeable and service-oriented), Dent has had meetings with Long Beach staff on

structural details, and Dent feels they are prepared to take on the role. Johnson will continue in her Website Content Manager role and act as liaison between AOA and Dent.

Dent's one-year proposal offers:

- 15 hours per month of maintenance and updating support for a flat monthly fee of \$3,096.60;
- A \$300 fee for a security monitoring service; and
- A \$95/hour rate for other projects work we commission (e.g., ATI/ADA compliance remediation).

Action Taken: The Dent Agency's website management proposal was unanimously adopted as presented (m/ John Griffin, s/ Rachel Raynoha).

3. Website Content Manager's Update and Group Communications

An initiative over the past year has been to get Standing Committee members signed up on the website with their respective Groups so members can use the Group Communications tool and post documents to their site. A "how to" demo was presented by AOA's website manager to each Committee at the 2020 Conference, and Dixie Johnson has been following up contacting individuals and by encouraging Chairs to use AOA's Group Communications tool in communicating to their members. When Committees use a separate listserv to contact their members, then the new people that have signed up on group's website miss hearing about Committee news, events and resources. It's important that everyone get behind using the new website's tools and resources.

We are working on new features for the website. A couple of Committees have requested the ability to create sub-groups within the Committee to foster more targeted communications and discussions, and we will pursue this with our new Website Manager. Also we are working to make available to each Committee an album of historical images, graphics and documents in the WordPress gallery section of the website.

4. CA Legislative Summary Update (Agenda, pgs. 63-65)

Robert Griffin put together an update of major legislation impacting auxiliaries, which is included in the agenda packet.

K. NEW AND RETURNING BUSINESS ITEMS

1. Conference Service Provider Contracts for Next Year (Agenda, pgs. 66-105)

The Service Provider contracts attached to the agenda (and the associated costs) are similar to those provided last year – with the exception that we

will not have Fred Neely's planned back-up Business Provider support for Lorlie Leetham next year.

Lorlie Leetham will arrange and manage Business Partner support for the 2022 Conference, at a previously approved cost of \$36K.

Kasey Schoen will step into the lead role providing Conference Administrative support for the 2022 conference, at a cost of \$21,000.

Dixie Johnson will provide back-up support for Schoen's role, at a cost of \$8,000.

Taren Mulhause will again provide Session Coordination services for \$15,000.

Action Taken: The 2021 Conference Service Provider Contracts were unanimously approved as presented (m/ Martiz Ware, s/ Dwayne Brummett).

2. Revised AS/SU/Rec Standing Committee Operating Guidelines

(Agenda, pgs. 106-109)

Chair Rasheedah Shakoor presented for approval an update to her Committee's Guidelines, adding a subcommittee of student-governed auxiliary Executive Directors who will meet at least monthly. This will promote collaboration, problem solving, and sharing of information among the auxiliary leaders.

Action Taken: The Board unanimously approved the revised Committee Operating Guidelines as presented (m/ Sharleen Krater, s/ Monica Kauppinen).

3. Revised IT Committee Operating Guidelines (Agenda, pgs. 110-111)

Chair Rachel Raynoha presented for approval revised IT Guidelines intended to better reflect their membership and roles, including clarifying language on membership requirements to be more inclusive, updating responsibilities for Chair and Vice Chair positions, and scheduling the election for those positions in the fall instead of at the January annual conference.

Action Taken: The Board unanimously approved the revisions to the Committee's Operating Guidelines as presented (m/ Teresa Loren, s/ Dwayne Brummett).

4. Revised HR Committee Operating Guidelines (Agenda, pgs. 112-115)

Chair Kristen Pichler presented updated Guidelines, changing the Vice Chair to the Chair Elect, adding responsibilities for the Secretary role, changing the timing of Committee elections to November, and various other clean-up measures.

Action Taken: The Board unanimously approved the revisions to the Committee's Operating Guidelines as presented (m/ Monica Kauppinen, s/ Rachel Raynoha).

L. INFORMATION/ANNOUNCEMENTS

Flynn expressed her appreciation for being allowed to serve as AOA's "virtual" President – this year was certainly different than expected!

M. ADJOURNMENT

By acclamation, the Executive Committee was adjourned at 2:19 pm.

Respectfully Submitted,

Secretary/Treasurer