

# Georgia Records Association Board Meeting Minutes

Date: March 3, 2023

Time: 10 AM to 11 AM

Location: Virtual (Online via Google Meet)

**Meeting Facilitator** GRA President: Bobbie Yandell

**Attendees:** Bobbie Yandell, President  
Rebecca Camantigue, Vice President  
Directors: Tara Pearson, Stephanie Giles, Sharon Ratcliff, Jamie Karol, and Naomi Duncan  
Past President/Guest - Eve Reagan

**Absent:** Lynn Apt, Secretary (Excused)  
Lia Jones, Treasurer (Excused)

## Opening:

### Call to Order and Welcome

The President opened the meeting and welcomed the members. The purpose of this meeting is to discuss and vote on whether Member365 should be purchased to replace Chapter Manager.

### Confirmation of Quorum

The meeting commenced with a call to order at 10 AM. The above list of members confirms the presence of a quorum. The following members were recorded as present:

Bobbie Yandell, President  
Rebecca Camantigue, Vice President  
Directors: Tara Pearson, Stephanie Giles, Sharon Ratcliff, Jamie Karol, and Naomi Duncan

A quorum was confirmed with 7 out of the nine members in attendance. The meeting proceeded with the assurance that the necessary quorum was established for official proceedings.

## Old Business:

### Actions taken since the last meeting

Yandell - Since the last meeting, GRA Board members demoed Member365 and two other vendors to gauge if their member portal would meet the needs of the Association.

As the new President, I am working on adding my name to GRA bank accounts and credit cards, and things change over from Wells Fargo.

## New Business:

Due to the price, number of licenses needed, and function of the other two platforms, Member365 is put forth for consideration to replace Chapter Manager (member portal). The following is the proposal and discussion.

## Member365 (Software) Proposal

The following tables and pricing were previously shared via email with Board members.

### Deliverables

- Member365 Membership Management Software
- Member365 Basic Support Plan
- Onboarding Program: Dedicated Customer Success Coach to help you get setup

### Monthly Fee

Deliverable	Fee	Recurring
Member365 License: <ul style="list-style-type: none"> <li>• Includes up to 2,000 contacts*</li> <li>• Unlimited administrator accounts</li> <li>• Includes 5GB storage</li> <li>• Includes 10,000 emails sent per month</li> </ul>	<b>\$249.00 USD</b>	<b>Monthly Recurring</b>
Member365 Basic Support Plan: <ul style="list-style-type: none"> <li>• Help desk tickets</li> <li>• Knowledge base</li> <li>• Webinars</li> <li>• Training videos</li> </ul>	<b>Included</b>	<b>N/A</b>

\* A contact record is any individual entered into the database, regardless of their membership status. Non-members are counted against the total number of contacts allowed under your plan.

### Onboarding Fee

Deliverable	Fee	Recurring
Schedule unlimited Zoom appointments with your dedicated Customer Success Coach for help with these specific features: <ol style="list-style-type: none"> <li>1. Initialize Membership Management (how you categorize and monetize your membership, including renewal automation)</li> <li>2. Help GRA import your existing data</li> <li>3. Help GRA setup credit card processing</li> <li>4. Help GRA setup the member portal:               <ul style="list-style-type: none"> <li>• Setup directory</li> <li>• Add member welcome message</li> <li>• Add Portal Banner graphic</li> <li>• Add email subscription members can opt-into</li> <li>• Configure non-member portal access</li> </ul> </li> <li>5. Member launch - send welcome email to members that are imported with username/password to access member portal</li> </ol>	<b>\$2,500.00 USD</b>	<b>One Time Fee</b>

For Member365, there is a one-time fee of \$2,500 to complete the migration and setup. Additional modules would require a monthly cost of \$99 per month but can be added and removed as needed.

## Discussion of the Member365 Platform

- Yandell - GRA can purchase the regular platform for education now and migrate data from Chapter Manager, and when ready, create the online store, online classes, etc. The only other thing outside of continuing education to be considered is the learning module, which will provide an option for members to earn credits as opposed to only live webinars and in-person conferences. The fact that we would even have that option is everything that we're looking for.
- Karol - Likes that GRA can start with the basics of Member365 and add more modules as the Association grows. GRA may need to add it as a budgetary need for next year.
- Pearson - I like that we [GRA] have complete control over the website [frontend], and Member 365 provides more automation so long as the automation is built right on the front end to apply credits.

For migration, GRA will need to copy (downloaded) member data from the Chapter Manager and then format it to Member365 template (CSV file), so it can be imported. GRA will need to draft communications to be used for automated responses such as a welcome message, membership renewal, etc.

- Giles – I like that GRA can add and remove modules every month. This monthly bill may make it easier for the treasurer to process and for GRA to budget so we always know that the bill is coming as it will automatically be billed to the credit card so we do not have to send a check
- Camantinigue – Like the automated welcome comes from everybody, but because we are districts and have members to support in those districts, let the Board member that is over those districts do the reaching out so everything doesn't come from one person.

## Motions and decisions on new proposal

A motion was made by Bobbie Yandell, President, to purchase Member365 software.

The motion was seconded by Tara Pearson. Director.

The motion was put to a vote, resulting in 6 votes in favor, 0 votes against, and one abstention.

## Motion PASSES

## Open Floor:

Yandell - Currently, our domain name is with GoDaddy, and GRA will need to add WordPress to be able to create a landing (homepage). GRA must have a web page so that Member365 can embed it. WordPress has customizable templates, and GRA will have full control over the front end as it did not with Chapter Manager. The cost to add WordPress to the Go Daddy account is \$8.99 per month. Go Daddy is all paid up until 2027, I believe, so GRA doesn't have to worry about those renewals at this time.

GRA's online credit card payment processing would need to be changed to Worldline if Member365 is purchased. Member365 recommends Worldline, and it would be cheaper to process credit card transactions as a non-profit.

I plan to call [follow with] Wells Fargo to obtain a GRA debit card. If needed, I will request the treasurer to purchase it, and then it'll be rolling and ready to go.

Pearson – I will contact the vendors not selected to let them know GRA has made their final selection for a member portal platform. I will start copying and saving website pages and downloading Chapter Manager data to the GRA Google Drive.

## **Adjourn**

**Submitted by:** Tara Pearson, Georgia Records Association Director

**Minutes Approved:** 05/23/2024