

PAC Meeting Notes October 11, 2016

Present: Per, Herschell, Ken, Celeste, Roger, Del, Kathleen, Karen, Erin

Facilitator: Roger

Notetaker: Erin

### **Public Comment - no public comment**

### **Staff Reports**

#### Lisa Loving

- We are continuing with regular citizen journalism trainings, please spread the word. I would like to see many more people moving through the newsroom than we currently have.
- Our new programs are doing well with just one exception. Caravan of Glam, which had been planned for the fourth Tuesday slot, cancelled before their first show. Now we are getting ready to post that opening again and there is someone who may be interested.
- We are planning out Live Election Night coverage and it looks like we might do it with Willamette week at the Grand Central Bowling Alley. More details to come on that. Election Night is November 8.

#### Election Coverage discussion

Preempt shows on Tuesday Nov 8th

Start at 6 with Dem Now coverage?

How long do we go?

Volunteers

#### Kathleen Stephenson

-Last PAC meeting for Kathleen

- Quarterly Reports done for 3<sup>rd</sup> quarter – no helper this time, so did them myself

-Starting to work with Derric Crooks, who will be filling the AM-News and PA position

-Filling program needs for the rest of the month

-Trying to write a training manual for the position

-Trying to clean out my office one box at a time

-Party on the 15<sup>th</sup> – Hope you all can stop by

-A Radio Geekly – did second show this past week. Did an evaluation for their first show, which was good.

-Conferring with Membership Director about Fall 2016 thank you gifts, what's come in, what's needed.

-Board op needs – Tuesday Democracy Now and Abe and Joe Talk Radio Show, also Mondays 10AM- Noon

- One Land Many voices was on Hiatus - Jenka will work with Muhammad (visually impaired - KBOO needs to get software and help make it work)

-Thanksgiving - will talk to Jackie for special programming. Del will edit the Peltier ride to an hour, Nick is helping out with Rose City Native more, spread the word through community more - focus on the struggles through the year. ERin is working with Native youth from NAYA to make programming. Last year Jackie hosted all of it. Good first special programming situation for Derric

## Erin Yanke

- Fall Membership Drive - pretty good.
- Got CPB Funding - setting up what we need to be in compliance
  - CPB Whizkids
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  - Meeting Notification
  - Restricted funds for national programming
    - Putting OUR Programming on national platforms OR buying national programming (will pay for our Pacifica membership and FSRN, for instance) -
    - Put podcasts also on audioport - good idea del
- New classes
  - Intro to Podcasting - have new volunteer taking over
  - Intro to Collectives - Karen James is about to start teaching
- Programming Changes
  - Music without borders retired, 1-2-1-2 Friday programming is moving to the Sunday spot, and 1 and 3rd Fridays are now Grassroot News with Lanita Duke, and the 4th Friday is open.
  - Nat Parker will take over the open Mon morning 3-5:30am spot in November, filling with subs before that
- Hiring Committee for AM Public Affairs Director
  - Derric Crooks started today, will job share with Kathleen for a while
  - Party for Kathleen Saturday 3-6pm at Social Justice Action Center 400 SE 12th
- New outreach
  - NAYA - starting with kids in 2 weeks, aim to make special programming for Thanksgiving
  - PSU Podcast and History class started
- Oregon Community Media
  - Election night plans
  - Other collaboration
- OHS 50th anniversary

## Board Report - Delphine Criscenzo

- New Board Members - Shaheed Hammid former regular programmer and former board member and president, Tommy Moore - TSixx - host of What's Life Without Laughter, Rose Metlock - listener, John Shuck - BelovedCommunity Radio host and Progressive spirit podcast, Matthew Bristol - former board member
- Membership meeting - attendance was okay 20-30 people. Inspiring Key Note address - how do you build a community where everyone can be their authentic selves.
- Finished Strategic Planning for 3 years
  - Now make a work plan
- Monica announced she's leaving as Station Manager, February is her last month. We'll be putting together a hiring team. Commitment to regular meetings. Inviting PAC members to get involved.
  - Celeste - did she say why - Del - job is a lot of work, and also a lot of conflict resolution. MORE manageable of a job when it was shared with Mic.

## Community Advisory Board

- The Community Advisory Board or CAB is a requirement of the Corporation for Public Broadcasting or CPB funding which we applied for, and we GOT!!!

- The role of the CAB is to represent the interests of our communities in relation to programming. viewers and listeners, and to communicate these interests to us. The CAB shall also advise station administration and the governing board with respect to the educational and cultural needs of the communities and to make recommendations it considers appropriate to meet such needs.
- The main difference is that staff cannot vote on the CAB and staff does participate on the PAC. Same for the Board Liaison. Those roles would be administrative only.
- Members of the CAB - Clay Rivers, Carlos Chavez, Paul Riismandel (Radio Survivor), Janice Dilg, Lisa Loving, Dave Fulton. Still recruiting
- First Meeting is next Tuesday Oct 18th for a meet and greet and intro to CAB, first official meeting will be in November, and quarterly thereafter

Del - recruiting specific folks?

Ask Lisa and Carlos about youth recruitment

Strategic Plan process and how the PAC will be part of it

Strategic Planning Goals - Del

- IN HOUSE EVALUATION PROCESS
- CREATE PROCESS FOR RECEIVING FEEDBACK AND FOLLOWING UP

IN house evaluation process - brainstorm a job description for peer evaluator and talk about what kind of structure that we are looking for. Responsibility - evaluate 2 shows a month. Have a tracking system.

Ken - Tracking system would be who's evaluating who and when

Del - train some folks to be peer evaluators. Have a training where we talk about form and exactly how to evaluate.

**Questing for Jenka - set a ticketing system for getting emails with links of what needs to be evaluated, staff can put in the pool and then peer evaluators can be on the receiving end, back end system.**

Efficient way to track for peer evaluation.

**Erin Will ask jenka about the possibility of ticketing system, if it is possible, we'll invite her to a PAC meeting to help the committee develop it**

Evaluators:

Need to be:

- KBOO listener- doesnot have to be programmer
- Open to listening to public affairs, news, and/or music programs that may or maynot have problems
- Have technological know how to listen to the archive

- Able to make time commitment

#### Training needs

- How to listen - archive or live
- Intro to forms - what feedback is helpful to staff
- Objectivity - leave bias out of it
  - Forms are helpful

#### Job Description

- 2 evaluations a month
  - 1 hour of programming is 2-3 hours of evaluation
- Evaluation would go to staff, not directly to the programmer
- Staff person

(reviewing evaluation form in new collective class, and also in the exciting public affairs class. We look at it also in the Intro to Audio production listening class)

Del will start writing a job description for next month. Can start looking at recruitment timeline after we know about back end system is possible.

- CREATE PROCESS FOR RECEIVING FEEDBACK AND FOLLOWING

Ken - progress on Metrics?

Kathleen - some, not on regular programs.

Del - important to have that

Kahtleen - list that Jenka has of things that aren't working, is the metrics on the list? Priority?

Del - ask again, and let Monica know if you aren't getting a response. Numbers are so valuable to know!

**Ken will talk to Jenka about getting listening Metrics on web**

Del - next thing for us to think about is what we do with that feedback. Are we trying to recruit volunteers for this too? Where should feedback about staff go? Who would be responsible for distilling and sending it to the right groups? How do we deal with the feedback - where does it go, who is responsible for addressing?

Ken - main purpose is for programmer to improve their show

Del - should it go through us, and then we send it to programmer

Ken - maybe, depends on severity of the feedback

(talk about pronunciation)

Del - talk about folks who are not receptive to the evaluation process. Multiple evaluations saying same thing. Feedback forms can come to us first as PAC, and send it out to the person with a note about how we take it seriously - people are listening, and aren't you lucky!

Karen - get info from board op directly

Del - as a process, we won't be the PAC forever, but it helps to get it past where the process has been stuck. Create the same blanket message that we send out, but can also personalize the feedback.

Karen - put tips for programming in the Monthly all programmer email. Mandatory reading.

Del - work to have a box in the front area, have a form on the website. WE can also, once we have a form going, we can try to deal with them at a meeting. We could create a big process and only get a few forms a month. If that becomes overwhelming, then we'll need to figure it out.

Karen - expert evaluator won't give a summary?

Del - feedback is different than evaluation,

Erin - once we get a web form made, we can make a lot of example of typical forms of feedback, and then walk through it as a committee to see where it will go, and THEN write the procedures from the working examples.

Erin will talk to Jenka about feedback form and putting it on the website, and also making a paper version for the lobby.

Next month - put an explanation and memo next to it to describe the process. Have a check box on the form to talk about getting feedback

Ken - make promos for it?

Erin - yes, once we have web form.

NEXT PAC MEETING IS ON ELECTION NIGHT - what do we do? Postpone and reschedule for November, or skip November meeting and meet in December

## **WE WILL SKIP THE NOVEMBER MEETING AND MEET DECEMBER 13th, 2016**

Staff reports

Board Report

CAB report back

Feedback forms report

Expert Evaluator progress report

From August Meeting:

Strategic Planning Goals

- IN HOUSE EVALUATION PROCESS
  - Create a job description for a perfect peer evaluator, use this as a training document
- CREATE PROCESS FOR RECEIVING FEEDBACK AND FOLLOWING UP
  - Goal- create process to digest feedback
  - Goal - create process to act on feedback
  - Evaluation is different than feedback.
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From Strategic Plan

Goal 3.4 Tactic 1 - by 2018, the programming committee will make a plan for addressing the strategic plan survey input and the call for local programming and listener engagement

**Erin will check with Jenka on helping set up a form on the website and at staff meeting ask about what questions to add in the form, and legal info to put on the form about using email addresses, etc**

Kathleen - Idea - Sub Committee For receiving and following up on public comments

Ken - kboo.fm/feedback - gets comments

Del - what should we ask?

Roger - what show were you listening to? When? What type - PA, News, Music, Commentary, Podcast, stream... what is your feedback? 5-6 lines limit. If you have more commentary please contact \_\_\_\_\_

Del; Per's question: what made you excited about KBOO?

Also ask name and contact if you want the station to get back to them

Ken - how would you get back to them

Del - subcommittee I like, but we can see what is relevant to programming, some may be relevant to volunteer, they'll distribute, and then bring programming comments to PAC and we'll decide how to address it. Different feedback will be for different people. We can figure out how to respond as

Lisa - doing 2 things - complaint form, and also more evaluation

Del - evaluation form is a different thing, this is finding ways and creating a process to process feedback

Lisa - is there something we want from people that we can float as part of this?

Del - like per's comment

Lisa - in my old job, if my boss got your email, you'd start getting all the email. Will we start using people's contact information? Part of the digestive process

Del - question that you guys take to Monica - say what we're going to do with the email addresses

Roger - disclaimer voluntarily gave your information, say you don't share it

Lisa - or say - check this box if you want to get more info from us

Selena - comment for subcommittee - transparency for someone giving feedback - how long will the response take, how it works - lay out expectations. If they know how it works, and their comment will be going through the process, then they may not need to be contacted. Part can be the option of opting into more info from KBOO or not.