

# **MINUTES**

# Board Meeting JANUARY 23, 2021

# 12:00 PM - 6:00 PM EST

Online Meeting called by President, Sean Jones

**Attendees:** President, Sean Jones; President Elect, Lonnie Davis; Immediate Past President, Todd Stoll; Vice President, Ashley Shabankareh; Treasurer, Dustin Rohrer; Secretary, David Kauffman; Bob Breithaupt, Doug DuBoff, Johnaye Kendrick, José Diaz, Mary Jo Papich, Pharez Whitted, Roxy Coss, Tim Fellow, Triniece Robinson Martin, Tia Fuller, Sharon Burch, Managing Director; Jesse Nolan, Marketing & Membership Manager; Dan Flores, Legal Counsel, Kelly Carson, Administrative Assistant

Absent: Laura Gentry due to illness

#### AGENDA

12:00-12:09рм	PRESIDENT'S WELCOME	PRESIDEN	
DISCUSSION	Our first virtual conference was a success! Thanks to Reflection on the things that need fixing in JEN JEN is going through a transformation. Puberty, if yo through and move forward. Reflect and Project.		
		PERSON RESPONSIBLE	DEADLINE

12:10-12:11рм			LONNIE DAVIS President Elect
DISCUSSION	August 10, 2020: https://docs.google.com/document/d/1gdsXzaTNIHp t August 11, 2020: https://docs.google.com/document/d/13ESggRgQ8C Ashley moved to approve. Bob seconded. The motion passed.		
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE

SHARON BURCH MANAGING DIRECTOR

	<ul> <li>January 8-11 - Successful conference in New Orleans - Attendance 3500</li> <li>January 9 - Coronavirus-Related Pneumonia in Wuhan, China</li> <li>January 21 - First confirmed Coronavirus case in the US</li> <li>JEN pivots to serve the jazz community online</li> <li>JEN surveys membership to identify current needs in the crisis</li> <li>MARCH 13 - COVID-19 declared a national emergency/sheltering-in-place</li> <li>MARCH 17 - JEN hosts two online events         <ul> <li>Hosts Webinar - Online Teaching for the Non-Online Teacher - Justin Binek</li> <li>How to Teach Online Instrumental Lessons - Matt Leder</li> </ul> </li> </ul>
	APRIL-MAY
	<ul> <li>Online Events weekly or bi-weekly</li> <li>Research online event options for the conference</li> <li>Identify the need for CRM and membership website updates for online programming</li> </ul>
	JUNE-OCTOBER
Discussion	<ul> <li>Continued Online Events weekly or bi-weekly</li> <li>Meetings with website development companies to ascertain cost for upgrades         <ul> <li>Determined turnaround time for completion is too long.</li> <li>Cost estimates \$25K-\$50K</li> </ul> </li> <li>The staff pull their skills and resources to upgrade internally.</li> <li>Final cost equals the same budgeted cost of existing systems.         <ul> <li>Improved demographic solicitation</li> <li>Automated systems built to reduce manual labor time</li> </ul> </li> </ul>
	OCTOBER
	<ul> <li>LAUNCH the new CRM and member website</li> <li>Conference registration opens</li> </ul>
	NOVEMBER-DECEMBER
	<ul> <li>Black Friday Special</li> <li>Other Specials</li> </ul>
	JANUARY 2021
	<ul> <li>Registered over 1000 in two days!</li> <li>Successful online conference!</li> </ul>
	March was the turning point. We quickly pivoted and began hosting online events (webinars, listening sessions, education panels, etc.) Hosted two events starting on March 17
	Regarding the conference, we discovered that what we had wasn't going to work. Estimates to pivot on online through an outside source were 25k-50k. So, we upgraded the systems in house, and put on the conference internally.

	Of Note: We fulfilled our contractual obligation to The Galt House for \$147, instead of \$125k		
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE

12:16-1:00рм	Membership Report	Jesse Nolan Membership & Marketing Manager
	Presentation of Membership numbers and conference numbers.	
	https://drive.google.com/file/d/1jJhgG7Y_RQXKZR4T9nvImOmg	zxuSmtFf/view
	Membership number down 112, but youth numbers are way up. -305 change was largely due to JJF attendees who didn't have a reaching out to them to renew. Our new CRM <b>only</b> allows a men address. <b>(see Comparative Membership Breakdown slide)</b>	
	Numbers show highly engaged members.	
	Membership Data	
	1. Current Membership: 4098 (468 one month incre	ease)
	2. PAID Members: 2039	
	3. yJEN Members: 2059	
	Here are the membership numbers for the last 4 years:	
DISCUSSION	<b>2017:</b> Individual: \$47,360.01 Institution: \$14,350.00 Corporate: \$17,600.00 TOTAL: <b>\$79,310.01</b>	
	<b>2018:</b> Individual: \$105,052.00 Institution: \$19,600.00 Corporate: \$23,100.00 TOTAL: <b>\$147,752.00</b>	
	<b>2019:</b> Individual: \$151,109.50 Institution: \$22,150.00 Corporate: \$26,400.00 TOTAL: <b>\$199,659.50</b>	
	<b>2020:</b> Individual: \$140,792.00 Institution: \$17,495.00 Corporate: \$10,440.00 TOTAL: <b>\$168,727.00</b>	

MEMBERSHIP & MARKETING TAKEAWAYS 1. Despite the pandemic, *individual* membership in JEN is healthier than ever. Reasons: 1. 4,098 Fully Engaged Members 2. Contact list growth of over 4,000 since August 2020 2. Notable membership deficiencies include: 1. Loss of 326 eJEN members (largely FREE "unclaimed" memberships gifted to 2020 JJF collegiate performers) 2. Loss of 177 Full members 3. Loss of 117 Corporate & Institution Members (likely due to the virtual nature of the conference and tightening corporate / institutional purse strings) Our Marketing is on point: Total Contacts: 29,358 Total Subscribed: 23,901 Contact List Growth: 4000+ organically since 09/01/2020 We've sent 838,191 emails, with 190,393 opens. 31,879 opens. Our OPEN RATE IS 22.71% CLICK TO OPEN RATE 16.74% CLICK RATE 3.80% 2020 WEBINARS drew 57,676 total views. We're planning to keep our webinars going, as we've discovered there is a huge need for the information we've provided through our webinars. Our Social Media is doing very well. #JAZZMEMES Stats show: Impressions: 29,776 Reach: 27.837 Likes: 966 Shares: 64 Bookmarks: 177 New Audience: 9% The 2021 JENX Online conference was a huge success: ATTENDEES: 2,520 (1,571 Adults, 908 Students, 41 Exhibitors) •

- PERFORMANCES: 46:33:16 hours produced (7,283 Views, 250,000+minutes watched)
   ATTENDANCE: Wednesday-812, Thursday-973, Friday-950, Saturday-663
- CLINICS: 8,336 Head Count (Wed.-2,036, Thurs.-2,759, Fri.-2,271, Sat.-1,270)
- JJE: 1,577 Head Count (Thurs.-605; Fri.-511; Sat.-461
- JJF: 559 Head Count (Wed.-151; Thurs.-145; Fri.-263
- Exhibit Hall: 1,865 Visits (Wed.-103; Thurs.-659; Fri.-637; Sat.-466)

Conference Sales & Attendance:

- Adult Attendees 1,571
- Student Attendees 908
- Exhibitors 41

• Total Attendees 2,520

## COMP ATTENDEES

- Comp Adult Attendees 991
- Comp Student Attendees 4
- Comp Exhibitors 3
- Total Comp Attendees 997

## COMP ATTENDEES BREAKDOWN

- Award Recipients 27
- Exhibitors 109
- Performers 672
- Presenters 164
- Staff & BOD 40

#### Paid Attendees:

- Paid Adult Attendees 580 (\$37,389.00)
- Paid Student Attendees 904 \$10,023.00
- Paid Exhibitors 38 \$12,670.00
- Total Paid Attendees 1,522 \$60,082.00

## ADDITIONAL REVENUE

- JJF Registration 18 \$2,625.00
- Sponsors 4 \$7600.00
- Total Additional Revenue \$10225.00

# TOTAL REVENUE \$70307.00

Years reported are conference to conference. Fiscal year should be added. Fiscal year is tied to audit as well. Should we consider changing our FY to a Calendar year? Dustin commented that there are pros and cons to switching. Right now, we have a good amount of time where we can plan and budget for the conference by having our FY begin and end in July.

If you go to joinjen.org/youth, any student can give information where they have to get guardian information. We've also created a way for teachers to allow students to have a login without personal information being transferred. This maintains student privacy and allows them to log in and participate in JEN events, apply for scholarships, etc. We also send the youth signup page to teachers. QR code idea is something to explore.

#### **BRANDING & MARKETING**

We have created a definite JEN branding style in the last year. The I Am A JEN member campaign is the second most viewed in our emails.

We have several different marketing print ads.

Total Contacts: 29,358 Total Subscribed: 23,901 Contact List Growth: 4000+ organically since Sept. 1, 2020 # of sends: 838,191
# Opens: 190,393
# clicks: 31,879
# Unsubscribes: 1,247
# Bounces: 1,952
# Open Rate: 22.71%
# Click to Open Rate: 16.74%
Click Rate: 3.8%
Unsubscribe Rate: .15%
Bounce Rate: .23%

# REVENUE: \$102,178.50

Our new CRM (ActiveCampaign) tracks revenue based on email marketing. The Revenue number is the most important on the slide.

#### MARKETING TAKEAWAYS

- **EMAIL, EMAIL EMAIL:** Our email marketing statistics are well above average. We have a highly engaged audience that opens, reads, clicks, and BUYS! Over \$100k of revenue was generated from direct email marketing in the final quarter of 2020.
- **SOCIAL MEDIA:** Our social media content, especially educational content and Monday Jazz Quotes are extremely popular.
- CONTACT LIST GROWTH: Contact list is growing rapidly. Over 5,000 contacts in 2020 including all conference performers (a first for JEN).
- **MEMBERSHIP CAMPAIGNS:** Marketing to these new contacts will begin immediately with a new membership campaign for 2021.
- **MONETIZE OUR REACH:** Our marketing list is valuable to our sponsors. Sponsorship packages should charge for sending eBlasts to membership & conference attendees.

Email blasts should be a value-add in our sponsorship package. We've had companies and universities request. Berklee, Bandzoogle, Yamaha. The only thing Berklee cared about was the email blasts. We have an incredible open rate. As long as it's a value add it will work well. We've done it with Yamaha and Berklee. It's in the new sponsorship package. Ashley Suggested that we offer if in the lower package tiers as well.

There are always questions from businesses to share our mailing list. Sharon suggested that we add a question to ask members if they want their info shared to outside parties for marketing.

#### **EVENTS: WEBINARS & CONFERENCE**

We have done 25 online events since March. Amazing rep from our board members. Really valuable panels and discussions. It turned JEN into an organization that members were paying attention to. Online events were the Driving force for attention to our membership. 57,676 views of 25 events. More than folks have come to our conference.

We have Chapters on 4 continents now. These folks are specifically related to our webinars.

They were a great test run for our conference.

Now, we can launch an event in about an hour, including email reminders, graphics, etc.

#### CONFERENCE MARKETING:

- Multi-platform marketing strategy targeted at individual & group registration New group registration process
- Print Advertising Downbeat & JazzEd
- Social Media
  - Organic
  - Free "Sean Jones Teaches The Blues" @jazzmemes ad campaign
  - Paid 7-day, multi-post @jazzmemes ad campaign

ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE
	Clinic, Performance, Research are the 3 big buckets	now.	
	Sharon: The limitation we have on the one day is du person. Having research on Wednesday by itself we research day on Wed., ask for poster sessions on W	rks for folks in academia. For Ja	n.2022, keep the
	Students need the business side more than ever.		
	Incorporating the business sessions into the entire of is some focus that gets taken away. It was suggester same day virtually and in person.		
	Question: How do we incorporate research posters Suggest: If we're going to move towards virtual, rese during the conference. Folks could at least attend the attend in person.	earch poster presentations be av	
	Jazz Industry Music Business sessions were dispersided in the dedicated research day.	sed throughout the conference. \	Ve had a
	Exhibitor note: we can only see the data from the Zo Zoom rooms from exhibitors who used their own rooms		't able to count
	Interesting note: The Research track is something the Poster page was well-attended on Wednesday.	at we should keep a relevant for	cus on. The
	#JAZZMEMES (see Social Media Marketing slide) S very interested in continuing to work with us. If any b would be really appreciated and go a long way.		
	#JENX2021 started trending officially, we had so ma	ny shares and posts.	

1:00-1:15рм	Marketing Strategy and Proposed Ideas	Jesse Nolan Membership & Marketing Manager
Discussion	<ul> <li>CONFERENCE TAKEAWAYS &amp; NEXT STEPS</li> <li>MONETIZE OUR CONTENT: Nearly 100 conference s produced by JEN in 2020. We can monetize this conte ways including:         <ul> <li>Membership upgrades to access conference</li> </ul> </li> </ul>	ent moving forward in a myriad of

	0	Selling conference "registration" p	ost-conference to access co	onference replays
	We'd like to keep producing monthly online events. And budget willing, we'd like to produce online performances. Directors need us, we need them, and there are barriers to them attending our conference. Providing online content is going to be key to year round and global engagement.			
ACTION ITEMS			PERSON RESPONSIBLE	DEADLINE

1:15-1:2:30рм			Lonnie Davis President Elect/ inel CommitteeChair
DISCUSSION	Lonnie Davis presented the Jan 2021 Personnel Cor Clarity, limitations, boundaries, duties, and expectation balance of work/personal balance. Discussion ensue Motion made to have the Membership & Marketing D Managing Director, with input by the President. Moti Shabankareh. Motion passes. Consensus on reimbursement for incurred conference Director. <b>MOTION:</b> See BoardBookit for Motion.	ons should be clear for the sta d regarding. Pirector report to and be evalu on made by Mary Jo, seconde	aff to respect their ated by the ed by Ashley
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE

2:30-2:50рм	FINANCE COMMITTEE REPORT FIL	Dustin Rohrer Treasurer/ Nance Committee Chair
	2021 Virtual Conference delivered roughly \$70K in gross revenue, and an estim Revenue. Overall Net operating revenue is -\$14.5K Fiscal YTD through Jan 22 -\$33.5K when adjusted for Herb Alpert grant distribution.	
	Membership dues and conference revenues have been unable to cover operation	ng expenses.
	Current projected net operating loss of -\$70K-\$80K for FY21	
DISCUSSION	Reforcasted budget will be presented with forecasts reflecting current understar revenue drivers for the fiscal year, along with recommendations to mitigate finar	0
	Bob - in any organization, it is a challenge with balancing optimism and reality. that we are still in a pandemic and the financial realities. Fortunate to have Sea charismatic, and talented musician as our leader. We need to leverage that value extent as Sean is able/willing in our community pleas for support. Sean is reflect willingness to do anything that is necessary.	n as a visible, ue-add to as great an

 PPP - One thing that could get reflected in our current budget is the forgiveness of the original loan.

 Current budget is no longer reflective of projected expenses and revenue.

 Dustin is advising that we build a model of sustainability that relies less on membership dues and more so on engagement initiatives.

 Dustin presented data to reflect the Conference Financials.

 Presentation of Reforecasted Budget FY21. At risk revenue focused on Direct Contributions, Event Revenue, and Membership Dues. Possibility of leveraging some of the Herb Alpert funds for operating expenses. Significant reduction in Event Production Expenses.

 Board Discussion.

 Action ITEMS
 Person RESPONSIBLE
 DeadLINE

2:50-3:30рм

#### DEVELOPMENT COMMITTEE REPORT

Ashley Shabankareh Vice President/ Development Committee Chair

Ashley advised that it is the board's responsibility to participate in development. Need to pivot from membership reliance to more development. Create individual funding plans for each board member, and drive funds towards JEN. What Inspires you to Give? L:Personal connection to the mission of an organization, the work they do and how it impacts lives. Sean: Org serves my constituents. MJ: I give b/c it fills void in the jazz education world DR: Stories of the organization Changing lives Making a difference in the community DISCUSSION What Does JEN mean to you? DD: it's something that dovetails with my mission in life, keeping the flame of jazz burning brightly, access to jazz year round. Build the foundation of jazz, spread its greatness. Connection, community, family Communication of the art form TF: JEN should serve as a vehicle so we can amplify experiencing jazz on a daily basis. The cultural reference that it has always been is something we can spread more. We're not tapping in to a larger community of people who don't even know what jazz is. We can reach beyond jazz to educate. SJ: we had diverse offerings at the conference. Dance, social justice, art. Those areas are excited to communicate in our space. PW: Use jazz to reach the community. Don't isolate jazz to people who just use instruments. Market more to younger students. Relevance Opportunity Family

What JEN Programs Resonate with you The Most? Conference Sisters in Jazz Mentorship YCS JAZZ2U reaching over 100k now! Maybe the programs aren't resonating as much? It seems to be the community that resonates more. LD: It's always good to have a reminder of exactly what we offer to the community. Check out the website, or have a document that lists them. It's good for the board to stay connected this way. Refresher of our programs by Sharon. What Challenges do you have when talking about JEN? LD: When you introduce the idea of JEN, it can be based on the perspective of that individual. We have a great presence, but messaging institutionally who we are should be universal. So the board is saying the same thing, giving the same elevator speech. We should have standard branding and possible talking points about the organization. JK: same MJ: Asking for money is a challenge PW: Hard to ask for money when we can't verbally express what JEN is, who we are. What is our mission? Suggest talking points sheet. If we can't clearly articulate what the org does, how can we expect our members to do the same? Where Do You Need Support? Talking points One sheet Elevator pitch RC: an abbreviated list of all the programs. Suggest one place on the website to see all the programs Ex. DEI, Women in Jazz, Sisters in Jazz -- how do they break down, etc. LD: this ties directly into the marketing directors responsibilities. Development and marketing go hand in hand. RC: still confused trying to explain membership to someone. We could get rid of redundancy in membership levels. All the titles are confusing DR: Be able to articulate the problems that we solve to a non-jazz educator. We can talk about JEN as more of an art service, rather than just serving jazz. DK: Make sure we hit a place where we can be the same for a period of time. Stability in that space is valuable WE have to be in community with each other to make sure we are all in sync moving forward. BB: When will we see specifics on talking points? These ideas are good but looks like a brainstorming session than a series of actions that are critical to make us money moving forward. We are working on an Individual Giving push, how you can support with individual asks, as well as grants. We are working on how to re-engage the existing donors we have had in the past. Looking at bringing more individuals not in the music industry space. We've 51 total donors, Next major grant is to the NEA to help support our education events, webinars, etc. We want to make sure we're reaching out to orgs we've never reached out to before. Check Asana for updates. Board discussion.

PERSON RESPONSIBLE	DEADLINE

# 3:30-3:45PM BREAK

8:45-3:53рм	PROPOSED CHANGE TO SCHOLARSHIP SEAN STRUCTURE & AWARDS PACKAGE PRI			
Discussion	A few scholarship recipients don't need bringing them to the conference. The av- year. Proposed that the scholarship alig travel to the conference. Board discussion.	ward being given in January doesn't lir	e up with the academic	
		PERSON RESPONSIBLE	DEADLINE	

#### 3:53-4:17рм

STRATEGIC PLAN UPDATE

BOB BREITHAUPT, MARY JO PAPICH

Juscussion       3-year document, runs from 2021-24         https://docs.google.com/document/d/1PsnL0reCV4PtlZu9NEh7DBvhTygbCpZJU7Bjx3V3XuY/         Proposed to change strategic objective #5 to #3. Diversity, equity, and inclusion is extremely reand should be reflected in the document.         MOTION: to adopt the strategic plan as revised.         Davie Kauffman made the motion.         Mary Jo Papich seconded.         The motion passed.		is extremely relevant	
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE

DISCUSSION	Discussion of conflict of interest. Please be sure to fill out your conflict of interest questionnaire in BoardBookit.		
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE

:25-4:40рм	REVISIT OF FINANCIAL PLAN	Treasurer/Fi	Dustin Rohref Nance Committee Chaif
Discussion	<ul> <li>MOTION: To approve reforecasted budget for FY2 67% than originally budgeted. Net operating loss of Motioned by Todd Stoll Seconded by David Kauffman The motion passed.</li> <li>MOTION: To approve the investment policy recommended by Motioned. Todd Stoll seconded. The motion passed.</li> <li>Discussion of the importance of 100% Board Giving number each fiscal year. Perhaps move to a board donation from another.</li> </ul>	f approx. \$36,000. mendation for the Jamey Aet g. Also important for the guar	persold endowment.
ACTION ITEMS		PERSON RESPONSIBLE	

4:40-4:53рм	JAZZ2U/COMMUNITY ENGAGEMENT RE	PORT	IAZZ2U/Comm	Mary Jo Papich Iunity Engagement Committee Chair
Discussion	What is JAZZ2U? Join JEN and get your money ako We offer \$300/\$500 grants and you're doing jazz ed or other event. In NOLA, we reached about 300 through outreach. https://docs.google.com/document/d/1_IZeaRwp dit?usp=sharing	ucation through a p	performance,	workshop, clinic
ACTION ITEMS		PERSON RESPONSI	BLE	DEADLINE

4:53-4:55рм	Nominating Committee Chair	Non	Lonnie Davis President Elect/ Minating CommitteeChair
Discussion	Four board members' terms are finishing on June 30 Officer positions of treasurer and vice president term are eligible to serve a second term. Nominations for board seats are open February 15, 2	s are finishing on June 30	
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE

4:55-4:56рм	NAFME JAZZ COUNCIL/ EDUCATION COMMITTEE REPORT	David Kauffman NAfMe Representative/ Education Committee Chair
DISCUSSION	Northwestern NAfME conference reached out to JEN to solicit pres conference JEN provided 4 presenters for the Northwest Division 2021. We look forward to working with NAfME in future collaborativ	of NAfME conference in February
ACTION ITEMS	Person respo	DNSIBLE DEADLINE

4:56-5:05рм	2022 DALLAS CONFERENCE UPDATE DR. LOU FISCHER CONFERENCE COORDINATOR
	We're on schedule to launch applications by February 1. We removed the restriction that you can't apply in consecutive years for this year, due to the pandemic and virtual conference. Dallas is a great venue, but we're maxed out. If we add something we have to take something away. Our exhibit space is on the same level as the clinics. The College Fair and poster sessions will be on the same level.
DISCUSSION	Initiated identifying a CS manager at the hotel. Exhibit space is really great.
	Our contract was signed right after the 2014 conference. We bumped staffed rooms up from 30 to 45 in anticipation of room rates going up. 16 room upgrades available. Train service from both airports, DFW and Love Field.

	s	PERSON RESPONSIBLE	DEADLINE
Food & beverage is locked in at 20k. We usually do about 35K Rigging is \$6700. Usually 15-20k nowadays, so savings are significant there. Tax in Dallas is at 13% hotel occupancy tax, plus 2% tourism fee. We're ahead of the game in Dallas.			
Block is 3301 rooms, with an attrition rate of 50%. One comp room per 40 booked.			

5:06-5:09рм	Pro Categories Description- Breakout Rooms		Sharon Burch Managing Director
DISCUSSION	JEN restructured the pro categories for the conference per asked board members to review the categories and descr to the February 1 launch.		
ACTION ITEMS	Рег	RSON RESPONSIBLE	DEADLINE

5:15-5:45рм	SOCIAL WRAP-UP		Sean Jones President
Discussion	President Sean Jones presented a gift of gratitude to appreciation for their efforts in pivoting the scope of conference, to an online resource for the jazz comm	offerings throughout the yea	
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE

Motion to adjourn meeting, moved by Sean Jones Seconded by Lonnie Davis Motion passed Meeting adjourned at 5:09