PAC Meeting Minutes August 9, 2016

Present: Roger Warner, Dave Mazza, Lisa Loving, Ken Jones, Kathleen Stephenson, Delphine Criscenzo, Herschell Soles, Celeste Soles, Erin Yanke, Selena Chau

Facilitator: Roger

Notetaker:Erin Yanke

Introductions / Welcome to Selena

- Help with digital preservation and organizing assets. 10 months, we're very excited!

Public Comment - decide on process

- No Public Comment

Staff Reports

Lisa Loving

- Found places for all the program openings that I brought last meeting
    - Mary - 1st Wed "Kitchen Table Conversations"v
        - Had guests on the air that will be hosts of the 5th Wed from Rosemary Anderson High School
        - Had callers and support during the first show, very exciting
    - 3rd Wed is T-Sixx what's life without laughter and Doug McVay Free Culture Radio
        - each will be half hour shows
    - 5th Wed Keepin It Real with Students from Rosemary Anderson, supported by Del
    - State of Cannabis will run Last half hour of 4th FRiday will be taking the place of one of the Counterspin shows
- 4th Tuesday proposal for Caravan of Glam should work out.

Kathleen Stephenson

- I am retiring in late October after almost 30 years on staff. I will still be a volunteer, working on the archives and on the 50th Anniversary Committee. We are working on a timeline for getting various things done before my last day. Monica is organizing a hiring committee for my job.
- Taking vacation (comp time) next week 8/15-8/19. Working on getting all things covered.
- Dealing with a couple indecency violations
- Steve Nassar is resigning from his early AM Board Operating role as of the end of August. This is a major loss. I am looking for other people who might want to do the tasks for his shifts.
- 1st Friday 11AM Program Opening. Lisa, Erin and I discussed this and the openings that Lisa had for PA programs in the evenings. One host applied for both slots, but it turns out he preferred the evening slot.
- The Radio Geekly Collective will produce a pilot program for this open slot on Friday, 19th. Please listen if you can. I spoke with John Shuck about whether he would be interested in doing something slightly different than his proposal for Progressive Spirit. It would be a more political program about social justice actions with a religious connection of some kind. He will be producing a pilot version of this show this Friday at 9AM. Again, please listen, if you can.
- Attended the interrupting Oppressions Workshop. the 50th Anniversary Committee Meeting, and the Strategic Planning Committee Meeting

- Will schedule Long-form Interviewing Class for fourth week of August
- August 20th is funeral and reception for Julie Bernard.

Erin Yanke

- One Day Drive Thursday July 14th - went okay. Debrief notes are in staff meeting minutes to support the late night programmers
- Selena Chau is here as our American Archive of Public Broadcasters fellow for 10 months. We are very excited! We are making plans for the archive, mostly focusing on the database at this point.
- Convention coverage - we covered the Dem and Repub conventions using Pacifica coverage on the air, we used Pacifica coverage of the Green convention on the streaming web.
  - Timing of informing people was an issue - didn't get a lot of notice from Pacifica - especially for Green convention
  - Green convention took place on a Saturday we were broadcasting from Pickathon.
- New class - intro to podcasting is starting next week
- Future class in the fall - intro to KBOO collectives will be taught by Del and Karen James.
- Bread and Roses collective took off Augustto restructure after their suspension in July.
- The site visit I talked about last month led to funding of $20,000. $5,000 will be used for if anyone wants to know more. First 24 hour drive with support, but still need a lot of work general operating support, and the rest used to support the database creation, the digitizing of public affairs programs, the OHS exhibit in 2018, and other support for these projects.
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  - National Radio Day is August 20th. We'll be playing sonic IDs from stations around the country, and also tabling at Centaurpalooza, a music fest hosted at Centaur Guitar on NE 28th and Sandy
  - Fall 2016 drive will be from Sept 9th -23rd. This affects Sept 13th, the next PAC meeting. Cancel Sept meeting and meet again Oct 11th?
- Death in my family about a week ago

Board Report - Delphine Criscenzo

- Strategic planning process is finalized and voted to approve the plan. Postivie process, good plan.Talk to Monica if you want to look at it, but we'll be sharing a PDF soon.
- Board Election ballots out soon. Membership meeting is Sept 27th. 4 seats open, 4 candidates. We also have seats open now and are recruiting other folks for those seats. If you know anyone who would be great and has the time (10-15 hours a month) go to the website to find application, or put them in contact with Del to give them more information.
- Now that SP process is over, the planning for 50th anniversary starts, if you want to be part of that process talk to Erin about the OHS exhibit subcommitteeor Kathleen about the archive and collecting historical interviews subcommittee, Ani if you want to be a part of the events subcommittee, or Monica if you want to help with development subcommittee.

Community Advisory Board

- The Community Advisory Board or CAB is a requirement of the Corporation for Public Broadcastingor CPB funding which we applied for, and we will know in November if we receive.
- The role of theCAB 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.
- Del -maybe staff does not come to the meetings that month
- Erin has lots of information on the KPFA structure, and will do more research with Becky's help and bring a plan back to the PAC
- Timeline
  - Erin will prepare forms by October meeting, and bring back to the PAC for comment and/or approve. If approved by the committee, Del will take to the Board for approval at the Oct meeting. If Board approves, the nomination process will be put into place in November. If we don't get the CPB funding, this still moves us forward with our programming goals

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

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 then 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

Kathleen - Idea - Sub Committee For receiving and following up on public comments - for digesting part - small group of people who would be responsible for maintaining the system of collection. Could be done in a lot of ways, everyone at KBOO from receptionist on up gets feedback

Some system that the subcommittee would be responsible for monitoring

Del - if it's programming bring here, if not, get it to the right people.

Lisa - how to capture people calling on phone?

Del - fill out feedback from same as other folks

Roger - same form receptionists, someone dropping by, staff who get messages and phone calls

Lisa - wondering about digital form v paper? Could use the same form and have only a few printed out. Subcommittee decide digital or paper>?

Kathleen - people in air room get a lot of feedback, process where they can put feedback

Del - voicemail?

Kathleen- can't transfer calls with this phone call

Del - have something to get DJs to read during their show

Per - get email from caller and send them a link to the web page, feedback form start out with "what is the one thing that got you to call"

Lisa - paper back up and phone back up - expecting everyone to use the website is creating barriers. Everyone should be able to give feedback

Del - feedback form, same version online and paper, are you the person with the feedback, ar you volunteer, receptionist, staff?

DAve - accept anonymous feedback? I think people should say who they are if they give feedback

Dell - thinks it's important for the feedback to be constructive. Can only address feedback if people are expecting a response. "You all suck, change everything" is not constructive, sub-committee should be looking at everything but not responsible for answering everything

Erin - have on the form if they've been answered or not

Del - on line form link on site, or email address,

Erin - on line form

Ken - kboo.fm/feedback - gets comments

Kathleen - have to be registered on the site to make comments. We get some emails, with the webmail that staff positions are attached to.Isn't curated.

Ken - have a feedback page with a simple form. 1-10 scale?

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.

Ken - example - going through latest audio - Vinyl PJ Party was great,no way of getting in touch with him.

Kathleen - leave a comment on the site?

Erin - there should be a link on the DJ name that sends him an email CHECK THAT AND TELL JENKA IF ITS NOT WORKING

Kathleen - webmail that we get as staff

Ken - feedback in ari room

Del - forms in the air room, or call the receptionist if they don't have time. If you're feedback

requires us to take action, and you'd like to hear back, please share contact info

Ken - thoughtful feedback needs time, but if not, a thanks for listening would be good

Del - automatic response setup, we got your feedback.

Del - comeback to discussion next time to develop the subcommittee idea. Another question - would you be okay with us using your feedback

Lisa - Spanish

Del - important

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

IN HOUSE EVALUATION FORMS

Del - getting forms - go over and figure out what qualities we want in the peer evaluators. Will give forms to the staff people who are in charge of the program. Process where show gets evaluated by more than 2 people

Kathleen - haven't' had that many from other people, actual values have been mostly my perspective. Slightly awkward whether to reveal name of the evaluator, people want to know - should be fair minded and not vengeful

Del - assigned randomly, have to be trained, hopefully will weed out some of that

Kathleen - I can hear something one way, can hear the opposite. When you do get more than one, they may be conflicting. Try to get a sense of the most important points, and convey those. Have notices, general suspicion of someone having an agenda and giving negative feedback. Helps if you have credibility with them. REfer to minute by minute form to back up your claims makes all the difference in the world! That's the backup and proof. Find minute form is more helpful than just statements about performance.

Lisa - minute form is it's more reporting what has happened than judging what has happened.Grasp of the standards of what we're evaluation

Del - standards are there - tech skills are laid out, accents may be issue, structure,

Lisa - very specific

Del - feels good about it, have training where we go through the form and make comments. Do a sample listening together. Would be harder to have a system of deciding what shows need to be evaluated,and have a way of tracking and a back end system of how we can record that

Lisa - great to figure out document to let the hosts know that these are the standards.

Erin - will give out to the programmers

Ken - got clas objectives for Kathleen's class

Kathleen - used this in combination with some other forms, and also worked with a volunteer who'd only done news interviewing and not long form. Didn't know about introductions, etc.

Ken- What's the Pitman training?

Kathleen - outside trainer who got everyone on the same page about the structure of programs

Erin - get it in the Listening Session

Del - incorporate into PA Class, can also put it in the programmers contract - another place where this is put in people's hands

Celeste - Listening out loud?

Ken - ums, that kind of thing

Del - KBOO values - room for interpretation

Celeste - Nice form!

DEl - basis for who we are looking for:

Qualities:

Detail Oriented

Fairminded

Grasp of standards

Patient

Committed for a certain amount of time

Give the evaluator the choice of PA or Music

How many per month

      Kathleen - takes at least 2x as long as the show to do evaluation

      Del - ask people to commit to 2 per month

      Ken - way to streamline it? Listen to beginning and end and a few random spots?

      Erin - could be just fine, as long as it's noted

      Roger - not knowing folks?

      Lisa - don't' need to

      Del - frame it as peer evaluation -

Create process that would make it simple:

Haveforms

Get direct link to the shows that will be evaluating

Del - do we want to talk about training?

Go over the forms - do we train music and PA at the sametime?

Go over criteria

How to use minute by minute

Go over mission, values, prog charter,

Ken - objective is to get the programmer to improve?

Del - yes and also making sure people are receiving feedback. Some people are doing a great job, help us keep in touch with the shows that exist, bigger base for us to have about making programming changes. Getting Information to found decisions on. Creating process to let people know where they stand and be consistent to hold people to standards, and hold us to actually evaluating people to give feedback. Building everyone up

Ken - getting at training and skill building. Way that's more efficient to train than trial and error. Took me a long time to improve

Del - beauty of community radio - people grow at their own pace. A Training coordinator would help. Keep learning as they go, clear standards and expectations, if we had more structured way that training happens in an effective way with point people. STaff doing well, but room for growth

Lisa - goal is to improve, and also accountability piece. Level playing field. Fairness. Really big idea

Dave - is material included in the form for program proposals?

Del - not in the program proposal form - kboo values is in there, but all these details are not in there. In different trainings, and also the programmers contract can be shared with them at that time. We haven't had consistent process for evaluating until now, look forward to develop back end system for tracking. Start recruiting people and track evaluation.

Ken - standards - just as good as your last show, standards

Del - part of what we want to do is decolonize ourselves, it's a place where you can listen and not like it, but it's okay. Not journalistic standards, world of journalism is not working for a lot of people, super rigid. Eurocentric model - not the standard. I've opportunities to everyone in the same way to catch up,and then

develop their own style, have creativity and openness about communication, trying new things. (examples) Have to be okay with different cultural forms as well as content.

Lisa - people get criticised for being like NPR, too smooth. Evaluations can go through a lot of hands and

Del - keep open to people who are here for other reasons, even if their approach is more lax

Lisa - figure out a way to make this process not scary, and not like a threat. What you just discussed worries people ,who's judging me?

Roger - evaluations are not happening "we're gonna get you" it's a system. People thinking we're out to get them

Ken - OG point, clarify point to get people to improve and not to ding them.

Del - good point, but we have to let people decide for themselves what they want to do with the feedback. Not our job to decide if people will follow advice or not. Up to staff. Somethings we can decide Cannot happen, some things we just live with. Appreciate points you bring up, need system that is transparent and consistent.