Town Hall Meeting
Osher at Dartmouth Strategic Plan 2023-2028
October 28, 2022
Time to Update!

Last plan completed 2009-2015
Osher Planning Committee

Also heard but not seen here:
- Sarah Chamberlin
- Hank Clarke
- Terry Darcy
- Lisa King
- Deborah Luquer
- Iain Sim
What We Hope to Accomplish:

• Take stock after emerging from COVID lockdown
• Apply what we’ve learned to create an even better experience for members
Osher at Dartmouth Fun Facts

- Over 1,400 members
- Over 210 courses annually
- Over 190 study leaders
- Members from 29 states and 2 countries
The Process We’re Following

October 2021-August 2022
• Assess Osher strengths, opportunities, and compare other programs
• Draft strategic statements that support Osher mission and core values
• Gather input from standing committees and Leadership Council

September – December 2022
• Continue meeting with committees and hold Town Hall
• Review, revise, and seek Leadership Council approval

January 2023
• Launch implementation and establish progress review cycle
Osher Strengths We Can Build Upon

- Staff experience
- Volunteer expertise
- Dartmouth support
- Breadth and depth of curriculum
- New facilities at One Court Street
- Financial discipline
- HyFlex capability
Areas for Focus

- Participation
- Hybrid learning
- Partnering with organizations
The Starting Point

The mission of Osher at Dartmouth is to provide lifelong educational opportunities, both in-person and virtually. The Institute principally serves adult residents of the greater Upper Valley and members of the greater Dartmouth community.
Osher Core Values

- An unwavering commitment to *lifelong education*
- An *inclusive community* of people committed to our mission
- A large, diverse, *high-quality program*, led by dedicated and talented volunteers
- A *welcoming social environment*, within and beyond the classroom
- *Financial sustainability*, member affordability, planned growth
- *Strong, growing relationships* with Dartmouth College and the Osher Foundation, with appropriate access to their facilities, services, and expertise.
Overall Goal

• Ensure the success of Osher at Dartmouth by increasing member satisfaction and recruiting new members.
Strategic Statements:

- Offer an exceptional curriculum
- Increase participation
- Strengthen partnerships
- Continuously improve technology
- Foster good governance
Statement #1:
Offer an exceptional curriculum that meets the needs of Osher members.

Measures of Success
- Course enrollment
- Member satisfaction
- Study leader satisfaction

Key Actions:
- Course design
- Study leader training and support
- Continuously improve virtual delivery
- Gather feedback
Statement #2: Increase participation in Osher courses and other activities.

Measures of Success:
- Member satisfaction
- Member participation
- Member retention and growth

Key Actions:
- Develop new measurements
- Design communication plan
- Implement new member orientation
- Develop new activities and events
Statement #3:
Strengthen partnerships with Upper Valley organizations, greater Dartmouth community, and other OLLIs.

**Measures of Success:**
- Shared programs
- Membership growth
- Sponsorships

**Key Actions:**
- Identify key organizations and contacts
- Agree on mutual goals
- Implement communication plan
Statement #4:
Improve technology used by staff, members, volunteers, and potential new members.

Measures of Success:
- Office productivity
- Website ease of use

Key Actions:
- Assess back-office processes and software
- Evaluate website experience
- Identify solutions for improvement
Statement #5:
Foster member participation in the governance of Osher and maintain focus on succession planning.

Measures of Success:
- Annual recommendations to Leadership Council
- Succession plans in place

Key Actions:
- Continuously improve coordination of staff and committee work
- Facilitate succession planning
- Encourage member participation in the governance of Osher
Next Steps

November – December 2022
• Review, revise, and seek Leadership Council approval

January 2023
• Launch implementation and establish progress review cycle
Discussion
Thank you for participating!