



Osher Lifelong
Learning Institute
at Dartmouth

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

Breadth and depth
of curriculum

Dartmouth
support

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.

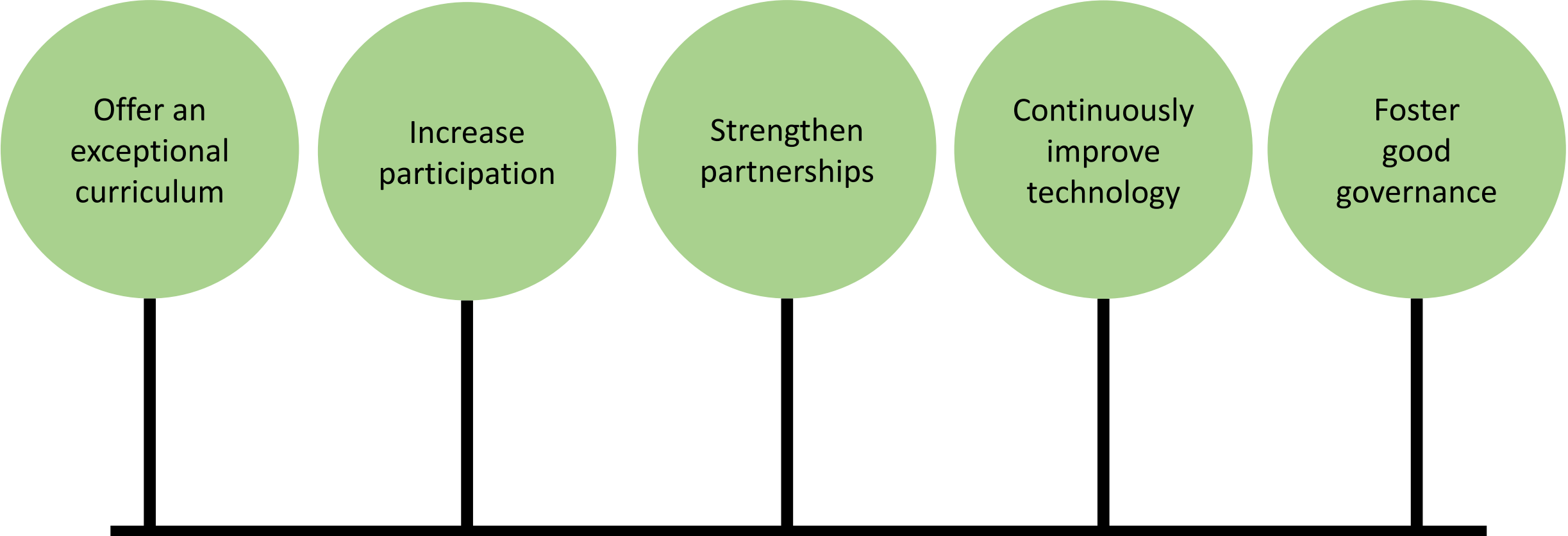


Overall Goal

- 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





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at Dartmouth

Thank you for participating!