

## Registrar's Report 2019 Arrangements Committee

As the current registrars move into our second year, we have gained confidence and a sense of specific purpose for 2019.

The goal for this year is streamlining; the second goal of the year is streamlining and the third goal of the year is streamlining.

The first streamlining goal is with respect to attendees paying for registration. Like it or not, we are in an electronic society. So much so that manual processes that look like they should be easier can actually be quite a bit more difficult. Paying for registration falls into this category for some. In the past we have had a register now pay later policy. This has worked out in general since it was clear what people were supposed to pay vs. what was actually paid.

Two things are making this a less attractive and viable option. The first is the growth of our electronic society where paying electronically is not only acceptable but often preferred by many. Cash and checks are less in the forefront of people's minds and the "activation energy" to break out a checkbook, if they even have one, is growing. The second one relates to pay-as-led. One area in which we have not been clear is if and when the amount agreed upon for pay-as-led is fixed at a specific time or if it can vary. For example, a registrant may sign up for IMYM with a given amount for pay-as-led. Since payment is not simultaneous, later they may decide that they cannot pay that much or they may pay more. Without clear instructions, the treasurer and registrar do not know if the difference is intentional.

There are still pitfalls with embracing electronic payments, as the treasurer has mentioned on occasion, but it seems a clearer path to decrease both missed payments and the discomfort by the registrars and treasurer to press Friends for

payment when that payment may be in conflict with what they are willing to pay.

The second streamlining goal is with respect to permission forms. The registrars take quite a bit of time both before and during IMYM making sure that permission slips are filled out appropriately for all registrants. This burden was increased by the requirement from Ghost Ranch to have a release form signed by every participant regardless of age. Similarly, the number of signatures that are required for the various youth programs and the differences among them continually generate confusion and extra work for the registrars. We propose several actions to help mitigate this.

One, we plan to streamline the youth forms by having them all fill out the same form, ignoring parts that are not relevant to the age of the child, and having one signature. In this way we might get more signatures than we need with people filling out the forms completely regardless of age and fewer cases of improperly filled out forms due to the wrong age group. We will continue to be diligent to make sure that medical forms, particularly for unaccompanied minors, are acquired in advance of the gathering.

Two, for the general release form signed by everyone to attend IMYM. We plan on having a checkbox on the registration form that indicates acceptance of the form by checking the box. Forms will still be available on site for those who are unwilling or forget to check the box.

Both of these have the advantage of increasing the likelihood of filling the forms out correctly or at all, and it significantly reduces paper usage.

The third streamlining goal, saving the best and most controversial for last, is to restructure how we actually categorize

signing up for attendance at Ghost Ranch. Previously, we have given a good degree of control for selecting the specifics of their registration to the registrants, allowing them to select the days they are staying and the housing locations. Camping gets even more granular with the selection of each individual meal of every day, and the selection of half/whole, electric or non-electric site. This worked well with fixed costs for each of these, where IMYM paid the exact amounts and the registrants were expected to pay a percentage of those exact amounts. This paradigm becomes unworkable when pay-as-led is added to the equation. The variability in the pay-as-led cost of each individual item and the difficulty in getting our registration system to accept variable costs for multiples of the same item (e.g. housing) has led to a good deal of confusion from registrants about how much they are actually paying, expected to pay, and willing to pay.

To streamline this, the registrars recommend an approach similar to FGC registration. A registrant will select either early days and regular days or just regular days. The registration cost and any late fees will be clearly delineated at the outset. Registrants can select type of lodging and if selecting camping, the base type of site will be listed and meal packages will be offered based on frequent patterns (e.g all meals, lunch only, and lunch and dinner). The cost will be listed for each of these choices. This will then generate a total cost, but in a much

less granular fashion. The pay-as-led amount charged will then be a single line which can be clearly compared to and distinguished from the costs. This amount will be the agreed-upon pay-as-led amount, so that registrars and the treasurer can start to reconcile expenses with incoming payments, especially if combined with the online payments as described above.

Finally the streamlining efforts we enacted in the previous year will be continued for 2019 as they were met with a generally positive response. Three efforts specifically worth mentioning are 1) providing the maps and schedules for registrants to pick up themselves instead of packet stuffing, 2) having registration in the main hall at Ghost Ranch instead of Ghost House and 3) include summary sheets for all registrants detailing housing, interest groups and volunteer selections. These efforts improved communication across the board, reduced paper and increased sense of involvement.

The registrars look forward to 2019 IMYM and hope that we can continue to make the registration process as welcoming, stress-free and successful as possible for the registrants, Ghost Ranch staff and all those who donate their time and effort to running IMYM.

With Love and Light,

Marc and Dido