



Association for Challenge Course Technology
 PO Box 19797 Boulder, CO 80308, USA
 Phone: (303) 827-2432
www.acctinfo.org

To: ACCT Board of Directors | Accredited Members
From: Melissa A. Webb | Executive Director
Date: 2024.2.14

Programs:

Project	Summary	Status / Who
Program Workgroup	ACCT Leadership reviewed applications to assemble the group. A call will soon be scheduled for team member introductions and to initiate training. Meanwhile, other program groups will continue their activities until the new group assumes its role. Following this transition, ACCT Staff along with the support of the ACC will request the Board of Directors to dissolve the ACC and its sub-groups.	Ongoing (Heather, Korey, Melissa & Rohan)
Conference ICE Testing	We have 25 people registered for ICE Testing in OKC	Ongoing (Heather)
OR Training	The OAP will be hosting a training in-person Sunday at the conference.	Ongoing (Heather and OAP)
LMS Educational Opportunities	With the assistance of ACCT Academy, Heather has commenced the development of the Inspector Certification Prep Course within the Learning Management System (LMS). Additionally, John has facilitated access to training materials within the LMS for Academy Development members, allowing them to become acquainted with the platform. We are also hopeful to host the Annual General Meeting (AGM) in March via the LMS. Plans for launching the LMS are underway, and we anticipate providing further updates on its progress during the conference.	Ongoing (Staff, Program Volunteers, TIRE, Academy Development WG)
Translation of Program Documents	ICE eligibility documents are currently being translated into multiple languages with the support of Jason Ong. Translations for Spanish, Malay, Japanese, and Korean have been completed, and work on translations for Chinese (simplified) and Hindi is underway. Additionally, we have recently received drafts of French and German translations and once finalized will begin the process of incorporating	Ongoing (Heather, Jason, and John)



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	them into the website. Furthermore, discussions are ongoing about potentially forming a task force within the AIC to facilitate broader language translations.	
QCPTF	The group has several presentations and open forums scheduled during the conference to continue to receive feedback and present updates to our community about how they define a "Qualified Person" within industry standards.	Ongoing (Heather & QCPTF)
Annual Reports	Annual reports for all Accredited Members have been received and are being reviewed.	Ongoing (Heather VAP and OAP)
VAP Program roll-out	ACCT Staff have collaborated with our insurance broker and legal counsel to address indemnification language in the vendor agreement. Additionally, the Program Manager and members of the Board of Directors have drafted policy documents concerning the new program, which have been shared with the Board for approval. The Board will need to discuss options for classifying and compensating Vendor Auditors under this program. Meanwhile, the Vendor Auditor Task Force has commenced the development of training content for Auditor training.	Ongoing (Heather and BOD) Needs BOD review

Events:

Project	Summary	Status
Workshops	<p>We have found the new Sessionboard platform useful in streamlining workshop workflow. While there has been a learning curve, we anticipate that continued use will further enhance its effectiveness in managing this area. Looking ahead, we should explore the possibility of integrating a conference app that is compatible with both this platform and NOVI, our association management system. Such integration would enhance user experience for both event attendees and administrators.</p> <p>Presenters will be included in our volunteer social event. Please remember to express gratitude for their time and contributions.</p>	Ongoing (Melissa & Workshops)



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Conference App Development	The app has officially launched, albeit later than intended. Unfortunately, the information import process did not proceed smoothly, requiring extensive manual cross-checking by Conference Work Group members. We are currently seeking an alternative app solution for future events now that our contract has ended. Research has already begun on alternative options that are compatible with other systems to streamline communication and event management.	Ongoing (Melissa, Digital, & Workshops)
Conference Playbooks	Carina, the Mentor Program Lead, is collaborating with all Conference Work Group Coordinators (Mentees) to create playbooks for specific areas within the Conference Work Group (CWG). These playbooks, due in March, are being developed as comprehensive guides for each role within the CWG. They will serve as valuable tools for succession planning within the Conference Work Group and Event Management team, providing historical references and assisting new team members in understanding their responsibilities.	Ongoing (Conference Work Group)
Participation at ACA Conference	Melissa represented ACCT at the American Camping Association (ACA) conference in New Orleans from February 7th to 8th, 2024. The event was a success, providing a valuable opportunity to connect with members of our camp community and gather feedback on how we can better support them. Some of the feedback received will be shared via the Accredited Member Symposium.	Ongoing (Melissa)
2024 Attendee Facebook Page	Content has been curated by both Conference Work Group members and PR & Marketing members to help familiarize attendees with conference happenings and create a space for virtual networking prior to the event. We encourage BOD members to actively engage with attendees through this channel as well.	Ongoing (Melissa & CWG)
2024 Event BEO's	The menus have been finalized along with all other details and have been shared with the venues. They outline the dates, times, space utilization, room setups, room changes, food and beverage functions, AV needs, etc. Melissa will have a meeting with venue staff on-site to review all of this on Monday and Tuesday before the event.	Ongoing (Melissa)



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Service Crew	The Service Crew Schedule and preparations have been coordinated with Conference Work Group Members and Yellow Hats. Service Crew orientation will be conducted on-site on Wednesday to prepare them for their responsibilities throughout the event. These volunteers will also be included in our volunteer social event. Please remember to express gratitude for their time and contributions.	Ongoing (Melissa & CWG)
LinkTree	To simplify the amount of information attendees receive, we've established a conference-specific linktree account. You can access this account through the app, where you'll find a wealth of important conference information linked in one place.	Ongoing (Melissa, Brittany, & PR&M)
General Conference Survey	The General Conference Survey will be accessible through the app and will also be available in paper format to encourage more responses. You can find paper copies at different locations throughout the conference venue. Please take a moment to complete the survey. Your feedback is crucial to us as we've made significant changes to the event and want to ensure we continue to meet the needs and desires of our community.	Ongoing (Melissa & CWG)
Session Surveys	While it made it much easier for us to have instant feedback and digital records we found that shifting session surveys to a digital format resulted in receiving less feedback. Paper session surveys will be available in all sessions and we encourage folks to fill these out. This helps us form the speaker lineup for future events but will also help us identify potential topics and speakers for hosting professional development opportunities via the Learning Management System (LMS).	Ongoing (Melissa & CWG)
Exhibitor Surveys	Exhibitor surveys will be distributed to vendors in the exhibition hall on Saturday morning.	Ongoing (Melissa & CWG)
CEU's	The Conference Work Group (CWG), Heather, and CSU Pueblo have collaborated to create a comprehensive plan for sharing information about General Conference CEUs and Program CEUs (ICE/OR). General conference CEUs will be managed in partnership with CSU Pueblo. Information about CEUs for ICE, and OR can be accessed on both the conference website and app.	Ongoing (Melissa, CWG, Heather)



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Accredited Member Symposiums	ACCT Staff will spearhead the coordination of logistics for Accredited Member Symposiums. We are eager to collaborate with both Accredited Member groups to develop a concrete plan for these events. Our aim is to streamline the process to reduce administrative time and better manage the financial aspects. While we plan to involve accredited members in generating and submitting content ideas, we also intend to implement tighter management of the process.	Ongoing (Staff, PVM & AO planning groups)
Registration Tracking	The late registration deadline is set for 2/16/24, after which walk-in rates will be applied. Weekly updates of conference tracker numbers are available through the conference tracker report, shared separately for the Board to review.	Ongoing (Melissa)
New Conference Initiatives	A walking tour of Shiloh Adventure Course, scheduled for Thursday pre-conference, is now fully booked. A walking tour at Riversport is available and still has open slots. Support in team formation or promotional assistance for 'Harnessing OKC' and the ACCT Artisans Exhibit is appreciated.	Ongoing (Melissa & Conference Work Group) BOD Support Needed
Volunteer Social	We encourage early attendance at the volunteer social to interact with both year-round and on-site conference volunteers. The Conference Work Group (CWG) is currently organizing small group activities led by Board of Directors (BOD), CWG, and Staff members. The evening will feature the presentation of the 2024 Volunteer of the Year award and acknowledgment of volunteer groups that have supported ACCT throughout the past year, including those assisting onsite during the annual conference.	Ongoing (Staff, BOD, CWG) BOD Support needed

Office and Membership:

Project	Summary	Status
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Volunteer tracking	Since August, with the support of Chairs, we have been diligently updating volunteer information. We have contacted individuals with outstanding cases, notified them of any missing documentation, and provided a deadline for submission. Non-compliance will result in temporary suspension of asset access. Now that we have a system in place we will continue to maintain a dedicated spreadsheet to track all paperwork.	Ongoing (all staff & Chairs)
Google Domain Tracking	John V. is reviewing and analyzing the approximately 45 website addresses we currently pay for. The average price per year is \$12+, times 45 = \$569 annually. Once analytics are complete, the plan is to begin releasing any addresses that do not contribute to incoming web traffic or offer any potential for future Association website projects.	Ongoing (John V.)
Registration Support	We are continuing to support the events team in maintaining accurate active member records for the registration process, as CVENT and Novi do not integrate seamlessly. We anticipate that transitioning to using NOVI, our association management platform, for registration will result in a much smoother process for both attendees and event management.	Ongoing (John V.)
Membership policy	The revised language for the individual member definition has been proposed and approved by the Board of Directors (BOD). This adjustment is currently being implemented to ensure that the policy is properly applied.	Ongoing (John)
Tradewing	We're exploring a new engagement platform that integrates with Novi, offering benefits such as improved organization of volunteer and affinity groups, as well as a centralized location for important documents and policies. This platform has no user or call limits, potentially replacing our current Slack & Zoom usage and reducing expenses. It also allows for efficient communication among volunteer and interest groups. We're researching various platforms to enhance member and volunteer engagement, streamline communication, and reduce costs associated with platforms that impose user limits.	Ongoing (Melissa & John) BOD Input may be needed later
Membership Categories and Fees	We would like to discuss with the Board of Directors the reevaluation of membership categories and fee structures during the next budget cycle. Membership dues have not been adjusted for quite some time. Additionally, we are circulating a member survey at the conference to gather insights on	Ongoing (Melissa & John)



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	<p>how we can better support our members. Specifically, we aim to reassess the student member category and its benefits, as we have received feedback that the current structure creates a barrier for entry for young professionals in our community.</p>	<p>Board Input needed at a later time</p>
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General Projects:

Project	Summary	Status
ISO and "globalized" standards	<p>Melissa and Korey served as liaisons in meetings held on January 19th and 26th, primarily centered around cyclotourism. The group intends to launch the Adventure Tourism standards project during their in-person meeting in France in June. It may be beneficial for ACCT to send a liaison to participate in these meetings. This decision should be made before budget approval, as registration for the event closes in May.</p>	<p>Ongoing (Korey, Leslie and Melissa)</p>
ASTM	<p>Due to scheduling conflicts with other events, we regret that we were unable to send a representative to the February ASTM meetings. However, we remain committed to staying engaged with this community and look forward to participating in future meetings.</p>	<p>Ongoing (Korey and Melissa)</p>
Employee handbook revision	<p>We made significant revisions to our employee manual to align with current practices, ensure regulatory compliance, and incorporate necessary changes. Finalizing this process was somewhat challenging, as distinguishing language in the previous manual from approved policy became complex.</p>	<p>Completed (Melissa)</p>
API trade Arrangement	<p>We intend to utilize this trade agreement to improve our promotional efforts for upcoming program changes and to keep the community informed about ongoing projects the association is involved in. Furthermore, we have set aside resources for additional digital ads and promotional materials in the upcoming months.</p>	<p>Ongoing (Staff & PR&M Work Group)</p>
BlueSky LMS onboarding	<p>We have completed the design components of the platform and have invited members of the Academy Development Work Group to familiarize themselves with the platform's backend. Active discussions about potential content have taken place with our staff, Academy Development Work</p>	<p>Ongoing (all staff)</p>

	Group, and Conference Workshop Coordinators. We intend to share a survey with our community to gauge new professional development opportunities that could be hosted on this platform. Our goal is to host the Annual General Meeting via this platform in March.	
Academy Development WG	The team is actively working with the Program Manager to support loading content into the LMS for ICE Prep. The final stages of developing an Academy Development Content Creator Agreement are underway. Staff members are actively brainstorming project ideas for collaborative efforts in the next few months, and we continue to seek volunteers to join this initiative.	Ongoing (all staff)
Quarterly Chairs Call	We intend to schedule our next call sometime in March.	Ongoing (Korey & Melissa)
SBA / EIDL Loan Access	All required documents have been compiled, and we are presently awaiting signature and consent from the Executive Director whose name is on the loan before submitting them to the Small Business Administration (SBA) for the transfer of ownership to the current Executive Director.	Ongoing (Melissa & Bookkeeper)
Working Budget	Reviewed November, December, and Q2 financials with the Bookkeeper. Currently, in the process of reviewing the working budget with all staff members for their respective areas to update projected numbers. The Q2 financials were shared with the Finance Committee and the BOD.	Ongoing (all staff)
Bookkeeping	Ongoing weekly meetings with our bookkeeper provide consistent financial oversight. Laura's guidance remains invaluable, and her assistance is greatly appreciated.	Ongoing (Melissa & Bookkeeper)
Payroll	We started the transition from Paychex to QuickBooks Elite Payroll. However, during onboarding, our QuickBooks account listed our previous ED as the principal officer, and despite efforts, it remains unresolved. Onboarding cannot proceed under their name. Initially advised to open a new QuickBooks account, we're working with them to resolve this issue. However, considering our current transaction volume, delaying this switch seems more practical. No additional updates on this at this time although we intend to pick this back up post conference.	In Progress (Melissa)
New Staff Member	We have officially welcomed Brittany Humphrey as our Outreach & Engagement Coordinator. Brittany joined our team on February 5th and spent a week onboarding with all staff and the Board	Completed (Staff & Korey)



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	Chair. She has quickly integrated into her role and has been actively involved in conference logistics and promotion as we approach the final days before the conference. Brittany will be joining us in Oklahoma City and is eager to fully engage with all aspects of ACCT and to meet our vibrant community in person.	
CPA	We have secured a new CPA to help us with our 990 filing and to provide additional support as needed throughout the year.	Completed (Melissa, Korey, Bookkeeper)
Employee Retention Credit	With the meticulous support of our Bookkeeper and new CPA, we have filed for an Employee Retention Credit.	Completed (Melissa, Bookkeeper, & CPA)
990	The 990 for ACCT's fiscal year ending 6/30/2023 has been filed, and we have received confirmation from the IRS regarding the receipt of ACCT's 990.	In Progress (CPA)
ACCT Awards WG	New award categories will be introduced and celebrated at the Awards Ceremony during the upcoming conference. Your participation in recognizing outstanding volunteers is valued and appreciated.	Ongoing (all staff)
Grievances	The BOD has received a draft update to the grievance procedures for review during the meeting on 11/15/23. While the BOD has had the chance to provide feedback and comments, I have not had the opportunity to revisit this yet. I intend to come back to it after the conference.	Ongoing (Melissa) BOD Input needed
Branding Guide & Website Alignment	The branding guide and website alignment project are currently on hold pending further discussions about a Doing Business As (DBA) name. Recently, a call was held with the BOD Emeritus, and a similar discussion took place with all Accredited Members in February. Input from the Board of Directors is crucial in determining the potential rebranding or DBA name before any further progress is made with this initiative.	On Hold (Melissa) BOD Input needed



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