



Electronic Communications Meeting August 21, 2025

Attendees:

Cynthia Graunke, EC Chair and Area III rep – Chapter 2265 Midlothian
Debbie Fisk, VFN President and EC Assistant Chair – Chapter 2265 Midlothian
Stan Palen, VFN Webmaster — Chapter 0595 Colonial Beach
Doris McAdams, VFN 1st VP - Chapter 1270 Woodbridge
Frances Boatman, VFN Immediate Past President – Chapter 0111 Roanoke Valley
Ellie Long, Areas I and VII rep and EC Secretary – Chapter 0111 Roanoke Valley
Fran Sansone, Area II rep – Chapter 0974 Virginia Beach
Nancy Palmerino, Area X rep – Chapter 0007 Arlington

Absent:

Willie Levenston, Area IV rep – Chapter 1697 Brentwood

Meeting was called to order by Cindy Graunke on Thursday, August 21, 2025 at 4:02 p.m. A quorum was present to conduct business.

We approved the July 21, 2025 meeting minutes; motion made by Nancy Palmerino, seconded by Stan Palen.

Email System and Communication Updates

Debbie announced changes to email systems and communication protocols, including the formation of a team led by Cindy to develop VFN rules for email usage and determine access permissions. She mentioned a new NARFE HQ email system, INFORMS, tied to AMS allowing communication with national members and officers. She also discussed the transfer of Zoom license administration to Jim and Stan, with training to be completed by September 27, and the ongoing work to make the website more mobile-friendly, potentially involving a Virginia-specific Microsite.

Videos

Debbie will edit and post the videos and wants to establish a video training library.

EC Feedback and Training Updates

We discussed the EC Feedback email address, confirming it remained unchanged at ecfeedback@vanarfe.org but now has an updated password. We will postpone scheduling training for the new feedback email system due to pending changes, including the establishment of a Cloudflare account for branded emails and improved security measures to prevent data scraping.

Review of August 6, 2025 Training

We reviewed the August 6th newsletter training which had a good turnout of 45 people, though Debbie noted there were limited views of the video posted on the VFN website.

Logistics for September 10, 2025 Training

We decided to hold a training session on September 10th focused on FEDHub Chapter Communities, with Debbie agreeing to conduct the session. Debbie expressed concerns about another session on the current VFN website, advocating for a Microsite solution due to better surge engine optimization (SEO) (finding us on the web), free cost, and easier management. The group discussed differences between FEDHub and Microsites, with Stan explaining that Microsites are full websites hosted by NARFE HQ while FEDHub is a NARFE social media platform.

Future Programs

We discussed the need to update the tri-fold brochure before the October social media program. Debbie also raised concerns about unused Facebook pages for chapters and offered to close them if not actively used, while noting that social media training would be available for those interested.

Online Privacy and Contact Security

Debbie discussed concerns about protecting member information online, explaining that Microsites use contact forms. She emphasized the need to balance visibility for recruitment with security risks. The discussion highlighted recent experiences with scams and the potential for AI-related threats, leading to a consensus that contact forms would be a safer way to share information while maintaining privacy.

EC Checklist

Cindy outlined the responsibilities for area representatives, which include maintaining the website and calendar for chapters, providing annual reminders about the F-7 report, and reporting chapters that have Microsites. Debbie emphasized the importance of regular interactions between chapters and AVPs to ensure accurate information on these platforms and we need to recruit additional EC team members, particularly for Areas 1, 2, and 9. Nancy and Debbie discussed the need to include all recognized NARFE HQ officers in the F-7 report, while Cindy clarified that the top five officers (President, Vice President, Secretary, Treasurer, and Immediate Past President) are primarily needed for the VFN website.

Newsletter

Debbie discussed the creation of a monthly VFN electronic newsletter, with Cindy explaining that EC area representatives will serve as content filters and a new team member will be the primary newsletter contact. Debbie clarified that while the VFN Board will handle the annual report, a monthly newsletter will be produced and distributed through INFORMS and FEDHub and will include chapter news and events. There will be a separate newsletter team under the EC umbrella. Chapters will be encouraged to supply content on a monthly basis. More to come as this group gets established.

General Discussion

Database Updates and Membership Changes

Debbie discussed database issues and upcoming changes to membership management. She explained that chapters will be asked to update their member records, as NARFE HQ lacks the staff to do so. NARFE will transition to a new software system after October 2027, which will be less expensive and more flexible. Debbie also announced that life members will be dropped from chapters if dues are delinquent after October 1st, and chapters need to contact life and honorary members to update their status.

<u>Action Items completed:</u> <ul style="list-style-type: none">Establish standard procedure for recording training sessions with video and audio options enabled.	Cindy
<u>Action Items ongoing:</u> <ul style="list-style-type: none">Monitor the VFN calendar is kept updated.Send an invite for each EC meeting. The Recording Secretary (or as necessary, the backup) will send out an agenda and meeting reminder each month. Use the meeting link on the VFN Calendar.	<u>Responsibility</u> All Ellie; (Fran is backup).

<ul style="list-style-type: none"> • Add a few bullets to the training announcements with what will be covered in each session. • Live record EC training presentations and edit for posting on the VFN website. • Post updated training calendar on VFN website. • Continue one-on-one training for chapter community admins and provide group training as needed. 	<p>All training presenters</p> <p>Debbie</p> <p>Ellie</p> <p>Debbie</p>
<p><u>Action Items pending:</u></p> <ul style="list-style-type: none"> • Compile a list of suggested presentation topics for chapter meetings. • Locate, edit, and post membership training video. • Update training procedures document to include post-training feedback monitoring process. • Set up access to EC feedback email and train EC members how to access and monitor incoming queries. • Complete turnover of Zoom licenses administration by 9/27/2025. • Work on making the website more mobile-compatible in the future. • Update the tri-fold before the October training. • Form a team to develop rules for FEDHub email usage and determine who needs access. • Establish an account in Cloudflare for branded emails with contact forms. • Set up a training library and train others interested in helping with the training project. • Send a list of Facebook pages set up for chapters to determine which ones should be closed if not being used. 	<p><u>Responsibility</u></p> <p>Doris</p> <p>Debbie, Stan</p> <p>Nancy</p> <p>Stan, Debbie</p> <p>Jim Little and Stan</p> <p>Debbie & Stan</p> <p>??</p> <p>Cindy</p> <p>Debbie</p> <p>Debbie</p> <p>Debbie</p>

The next meeting is scheduled for Thursday, September 18, 2025 at 4:00 p.m. Cindy has established the same monthly link for EC meetings on the VFN calendar. She will automatically receive an AI summary and send it to the Secretary.

The meeting adjourned at 5:08 p.m.

Ellie Long
Recording Secretary