

Pacific Yearly Meeting Registrars Report Report to Annual Session 2021

SUMMARY

Summary: This report will discuss the process for Annual Session 2021 registration, the challenges and opportunities for improvement. Overall, the registration process worked reasonably well, and the software used (Paperform) for registering served us well at very little expense to the Yearly Meeting.

THE NUMBERS

Here is a numerical summary of our registration data for Annual Session:

1. Number of registrants:
 - Adults: 312
 - Children: 21
 - Total: 333
2. Registrations for Friends of Color Retreat: 26
3. Worship Sharing participants (registered): 168
4. Average age of adult registrants (as reported): 58 (excluding those who declined to answer or provided text answers, such as "old")
5. Additional (limited) participants registered by Registrar: 14
6. Payments to date:
 - a. Checks: Received 61, totaling \$3,125
 - b. PayPal: Received 139 payments, totaling \$5,681
 - c. \$8,806 total
7. Registration by meeting (see chart at the end of the report)
8. Responses to Primary Race / Ethnic Identity question (see chart at end of report)

OBSERVATIONS AND LESSONS LEARNED

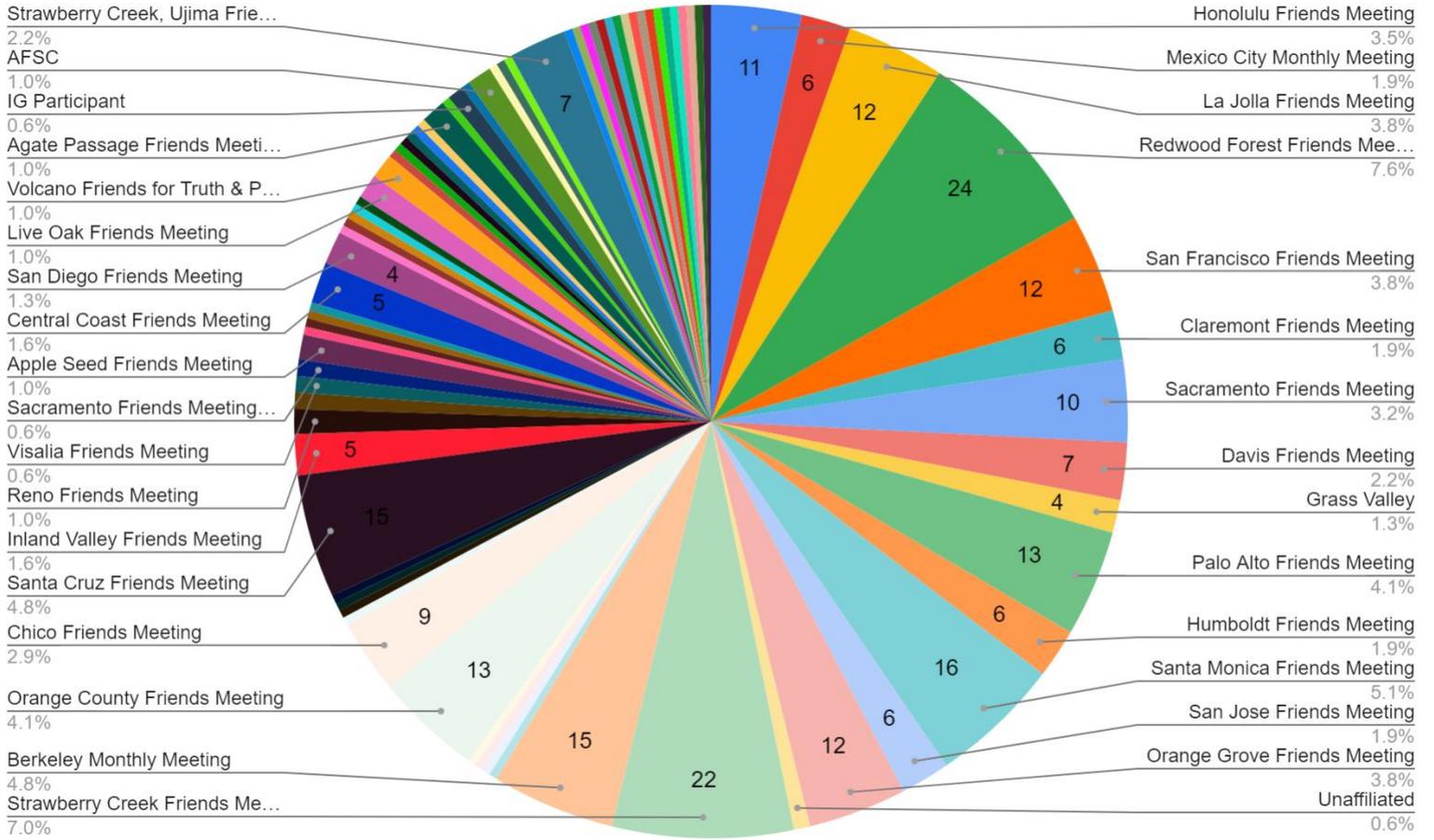
1. There were many issues with email receipts, including incorrect email addresses provided in registration, AS messages that went to junk email and not knowing if emails were read. A better email management solution (of which there are numerous) is needed. We should also consider adding an email verification field in the future.
2. Numerous emails were received from people who could not find the AS Live password or had trouble entering it. We need to consider the challenges of finding a password buried in an email that is pages long and then remembering it when joining Annual Session online. Better highlighting of the password might help, along with more local meeting support for friends registering for Annual Session where needed.
3. In our requirements for the 2021 registration process, the need to identify first-time attenders was overlooked. It is important to recognize and give some added attention to these individuals, and the registration process did not support that, as it has in the past.
4. We needed an option for not submitting payment with the form: There were only options to pay by check or PayPal, which confused some people.

Pacific Yearly Meeting Registrars Report Report to Annual Session 2021

5. We had a large number of people attending specifically for an Interest Group or the Meeting for Memorials. We need a guest registration process as this was very cumbersome for people participating in a limited way.
6. We encountered a variety of friends who decided they wanted to come to AS at the last minute (even after it had already started), forgot to register or were away during the registration period. More attention may be needed to the importance of registering ahead of time and the deadlines. This has been more of an issue for some with the online format, which does not require the same level of planning ahead for attenders.
7. The summary email sent automatically after a registration form is submitted is confusing. It includes default answers to questions to which the person who filled out the form did not reply. A customized version is needed if we are to use the same form software again.
8. The ability to register multiple people and children on the same line (up to 5 + 5) resulted in greater complexity and challenges when working with the output. This approach made it easier for registrants registering for multiple people but much more difficult for the registrars.
9. There were many partial registration submissions (52), necessitating follow-up emails, and manual registration entries for some people. The advantage of the form software used is that we were aware of failed attempts to register, but we need to consider that our registration process is a barrier for some to attend. A greater focus on registration support at the local meeting level might really help. In addition, the focus on maintaining simplicity in our process needs continued attention by the current and future registrars.
10. The Attenders List is an important resource for friends to maintain community after Annual Session and throughout the year. It also represents the record of those who attended Annual Session (or at least intended to) and contains our names, meeting or affiliation, email addresses and phone numbers. The plan this year is to make the list available to Annual Session attenders via a password-protected PDF from the password-protected AS Live webpage. In the past, the list was printed and posted on a wall for corrections to be made and then distributed to all AS attenders in print format before the end of session. Distributing the list online to all attenders poses some additional potential for exposure of private information. Last year, the distribution of the list was very restricted as the discernment on the appropriate method of distribution had not yet occurred.
11. We added race/ethnicity question this year, but it was only captured for the person registering, missing the information for about 39 attenders (including all the minors), something to correct for next year, assuming we retain the question.
12. Nine friends submitted two or more registrations for themselves, creating duplicates that had to be modified or deleted from the registration numbers and lists. We may want to add a check whether each new registration matches an existing registration to provide a warning before someone re-registers.

Your registrars are Lawrence Alderson and Brylie Oxley, with Ray Rischpater who served on our 2021 project team, with great appreciation.

Pacific Yearly Meeting Registrars Report Report to Annual Session 2021



Pacific Yearly Meeting Registrars Report Report to Annual Session 2021

