

Suzuki Association of the Americas

SAA Community Gathering
Executive Director Presentation
6.21.22

Key Takeaways

My core priorities for the next 6 months - 1 year are:

(1) Assessing, analyzing, and improving our **systems and operations**. *Especially* staff & organizational structure, communication, infrastructure, & budget/finance.

(2) Documenting, improving, and updating our **core content and programming**. This includes teacher development (at the center), parent support, and student education/curriculum. Core to this is ensuring that our work ensures **equity, diversity, & inclusion**.

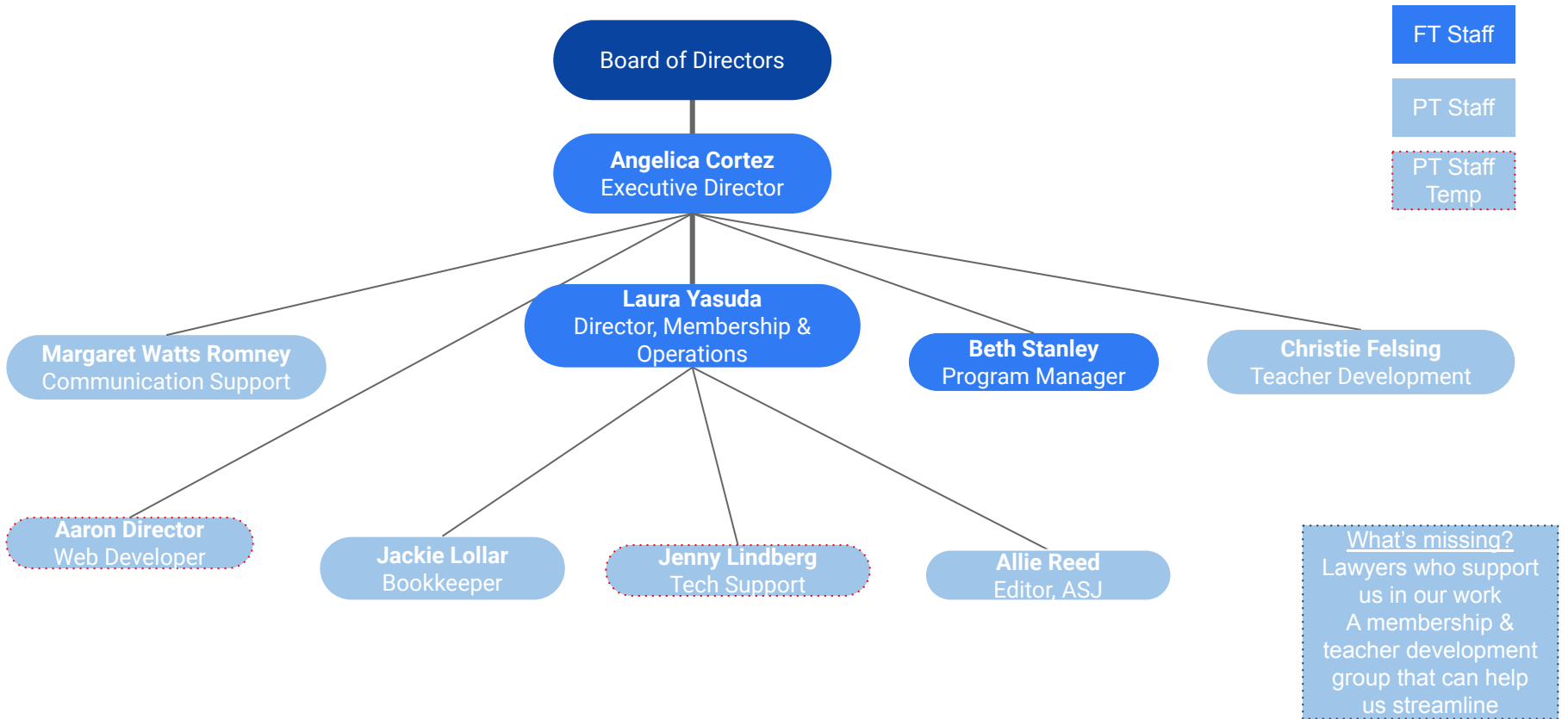
(3) **Member satisfaction**. Ensuring that members are satisfied with our content, programming, and offerings. Core to this is **belonging**.

My guiding question is: How can we make our work more accessible while maintaining the rigor and excellence of what we offer to our members?

Systems and Operations: Organizational Structure

Staff structure:

- We're formalizing staff roles & responsibilities & working toward a scalable staffing structure
 - We continue to work toward updated roles and responsibilities.
- We've formalized a review process for all staff, created new job descriptions, and will continue to communicate roles and responsibilities to SAA members
- We are creating job descriptions that clearly outline what each staff position is responsible for, how it fits into our budget, and how we can scale up in the future
- We established a Google Drive space, Project Management System, Slack Channel, and weekly meetings for all of our staff to better connect & communicate



Systems & Operations: Current Staffing Structure

Systems & Operations:

Communication

To support **communication**, we have:

Established Community Gatherings

Established [Community Guidelines](#)

Revamped our *Shortscore* newsletter process to ensure proper and more effective communication

Invested in DeepL Pro - a translation tool to improve systems

Invested in Streamer - a live translation tool

ED has connected with the following groups via email or via Zoom (& will continue to!):

- Teacher Trainers
- Institute Directors
- SAA Concerned Members
- SAA Chapter Affiliates
- *Musique* Canada
- Latin American Teacher Trainers (Zoom)
- Affinity Group
- Individuals from:
 - TDAC
 - Latin America
 - Canada

Systems & Operations: Infrastructure

To support our **infrastructure, budget, & finance** we have:

Began to restructure and improve our website

Developed a new monthly expense tracking & approval system

Developed a system for tracking core infrastructure issues (papercuts)

Streamlined member inquiries to one inbox & cleaned up all old email addresses
(info@suzukiassociation.org)

Began reviewing all employee handbooks, job descriptions, and contracts

Systems & Operations:

What to expect

- Staff:
 - Further clarification of roles and responsibilities for staff
 - Further clarification of how staff intersects various members of the SAA & groups of members of the SAA
 - Clarification of onboarding, professional development, & promotion processes for all staff
 - Review of handbook
- Communication:
 - Further social media engagement
 - Community Gatherings
 - Online events (such as masterclasses, professional development, etc. offered at low to no cost throughout the year)
 - Membership Satisfaction Surveys & Meetings
- Infrastructure:
 - Further website updates & development
 - Budget refinement & tuning
 - Development & fundraising documentation
 - Further support for Latin American Country Associations, Support of Canadian Country Association
 - Process & infrastructure for a SAA Member feedback group &/or a teacher development group

Core Content & Programming: Taking Stock

Teacher Development:

- *Every Child Can!*
- Unit Courses & Instrument-specific pedagogy
- *Suzuki Principles in Action*
- Suzuki in the Schools
- Suzuki Early Childhood Education
- Institutes
- Conferences
- Retreats

Parents

- Parents as Partners

Students

- Indirectly supported

Key Questions & Core Learning:

- How can we increase the number of registrants in each of these courses?
- How can we connect with students? Alumni?
- We need to improve & update the content for each of the courses
- We need to formalize the online course policies
- We need to update accessibility guidelines & ensure EDIB is interweaved in every course
- What's the right structure for beginning to prioritize & analyze our core courses?

What's to come: Core Content

- Development of an Advisory group to begin to document and prioritize goals for our course offerings
- Updates to courses that focus on timeline
- Updated policies for online course offerings
- Updated policies & timelines for Institutes
- Updates to Conference & Retreat sessions
- Better support for teachers for online courses
- Further training & support in EDIB, anti-bias training, & supporting a community of belonging in our classrooms
- Systems & processes for how to develop new courses
- Systems & processes for instrument committees, Institute Directors, teacher trainers (from all parts of our regions)
- Streamlined processes for Latin American Country Association courses, policies, and guidelines

Membership Satisfaction

- The SAA currently lacks effective data for how members feel about the organization. To address this, we will launch a membership satisfaction process, which will include meetings & surveys
 - We'll work with a colleague from Acenture volunteer her time to support us in creating a survey & facilitated discussion process that will allow us to effectively track information
- We're thinking through Parent Membership, student engagement, and alumni engagement
- We're also crafting materials that will support us in this work.
- Our goal is to have our membership feel positive, connected, and a strong sense of belonging in this community. We have a lot of work to do in this area!

Board Support

Board Training & Board Support

- I worked with the board to launch the Board Nomination & Application Process
- The board is undergoing fundraising training sessions, and will also undergo Board policy support with Margaret Watts Romney and Cara Lawrence (corporate law). We will also take training in Leadership & further education sessions to be announced
- We created a Google Drive for us to collaborate and work together
- We are beginning to ensure that updates from Latin America are covered in our board meetings so that Latin America is further supported and represented in our work.

Thank you!