

# Suzuki Association of the Americas

SAA Community Gathering  
Executive Director Presentation  
6.21.22

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# 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**.

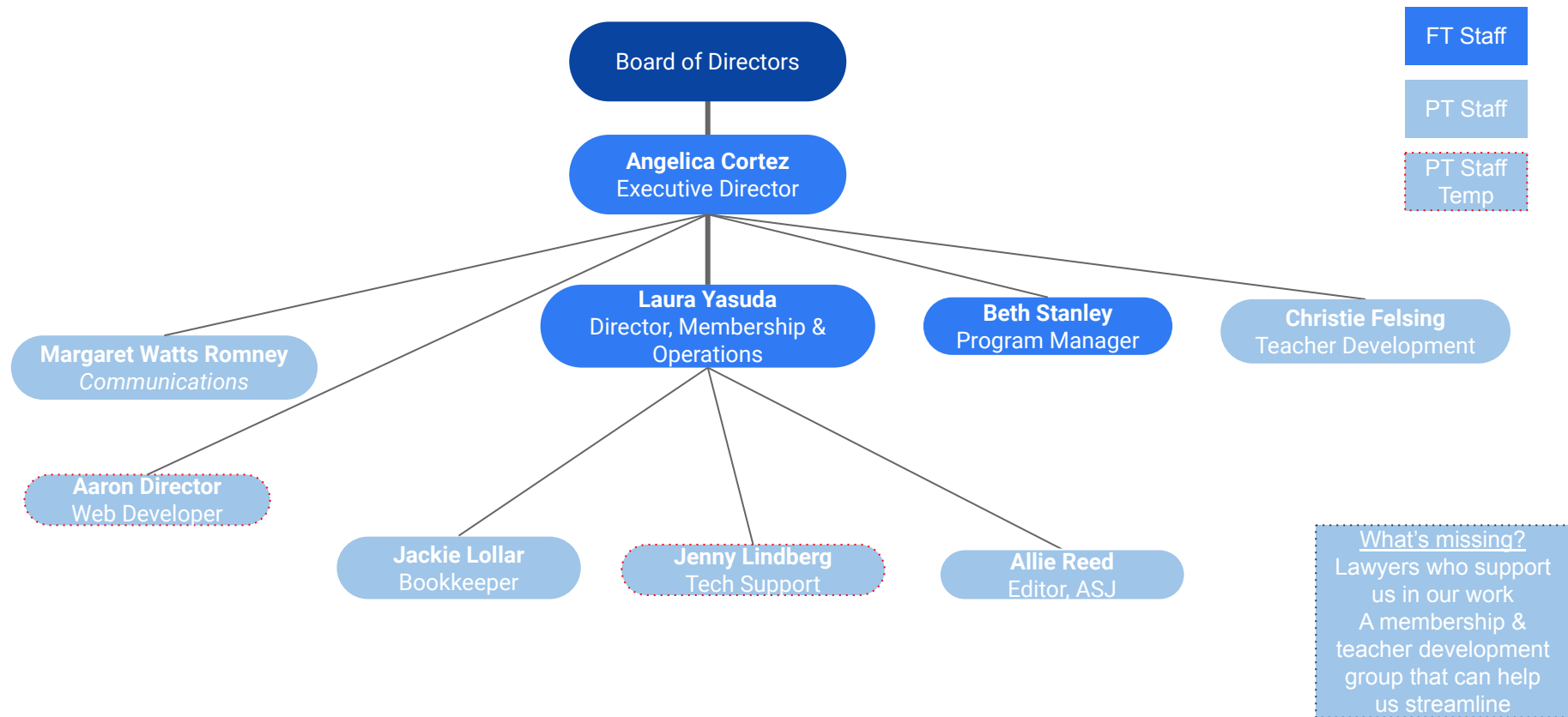
(3) **Member satisfaction**. Ensuring that members are satisfied with our content, programming, and offerings. Core to this is **belonging**.

**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: 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](mailto: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
- Festivals & Institutes
- Conferences
- Retreats

## Parents

- Parents as Partners

## Students

- Indirectly supported

## Key Questions & Core Learning:

- How can we best support teachers working online?
- How can we be sure the content we offer is up to date, and represents the vision of Dr. Suzuki?
- How can we increase the number of registrants in each of these courses?
- How can we connect with students? Alumni?
- How can we improve & update the content for each of the courses?
- How can we formalize the online course policies
- How can we 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
- Offering best practices for online teaching & online participation
- Updated policies & timelines for Institutes & Festivals
- Updates to Conferences & Retreat sessions
- 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
- Better communication to all members about decisions related to Teacher Training

# Membership Satisfaction

- We currently have 6,850 members in the SAA
- 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 volunteer consultant to create a survey & facilitated discussion process that will allow us to effectively track information
- We're thinking through how we can best engage parents, students, and alumni
- We're thinking through how we can best engage our donors, ensure they hear from us regularly, and that we are engaging as many interested donors as possible
- Our goal is to have our members 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

- You will hear a lot about the work of the board from our Board of Directors, but a large part of my role has been bridging between our Board, staff, and members. I hope to continue to streamline each of those groups!

Thank you!