

Eastern Regional Child Support Association

Technology Committee

March 3, 2015 Call Notes

Present:

Christine Jennings, Committee Chair

Lara Webb Fors

Elaine Poole

Patrick Quinn

Discussion items:

- 1) Year-end review of what we accomplished
 - a. We selected a new vendor and got a new website up and running before the December 31, 2014 drop dead date when Tim Morrison would no longer be able to support our website.
 - b. We are pleased with the look of our new website; it seems to have been successful in attracting visitors given the conference registrations that are exceeding expectations.
 - c. While we are pleased with the website we acknowledged that we exceeded our initial budget when we had to pay extra for the report required to track registrations.
- 2) ERICSA Website Project Feedback Questionnaire
 - a. We reviewed the Courtland Consulting feedback document that was finalized by Carla West and Margot Bean after reviewing committee members' comments. The comments included the following statement: "If we could make a recommendation to Courtland, it would be to ensure that customers, specifically non-profit organizations with little to no technical knowledge, have clearly communicated their desired outcome for reporting capabilities so that the correct platforms are selected." The completed questionnaire is attached to this monthly committee report.
 - b. A testimonial has not been sent and is still open if ERICSA wishes to provide one. Our agreement was that ERICSA would review anything posted by Courtland.
 - c. References, both written and verbal, will be provided by the ERICSA president.
- 3) Quick review of February 20, 2015 meeting notes
 - a. Intergovernmental Improvement website updates - Pat Quinn relayed the email exchanges he had been having with Tim Morrison
- 4) Current comments on the services being provided by Courtland
 - a. Tim was not able to participate in today's committee meeting; however, he sent the following update on March 12:
 - i. "Courtland continues to be very responsive to my "tickets" and is typically able to resolve my issues very quickly.
 - ii. Carla asked me to add a couple of items to the P&L and Interjurisdictional pages and that was done this week.
 - iii. Any revamp or major adds (or in the case of P&L switch outs old for newly branded) is on the to do list but will likely not happen until the conference is completed. "