



EASTERN REGIONAL INTERSTATE CHILD SUPPORT ASSOCIATION COMMITTEE & STRATEGIC PLAN REPORT

COMMITTEE: Technology

Mid-Year Report Year _____

COMMITTEE CHAIR: Christine Jennings

Annual Report Year **2015**

DATE: April 16, 2015

Interim _____

COMMITTEE MEMBERS: Carla West, Lara Fors, Margot Bean, Pam Sala, Patrick Quinn, Elaine Poole, Loretta Everett, Tim Morrison

COMMITTEE UPDATE:

Topics/Activities:

- 1) The focus of our meetings and committee activities this year was to have a new website set up before the end of 2014, preferably by mid-December when conference activities ramp up. We accomplished this goal.
- 2) Committee meetings were held on August 8, August 22 and September 5 and participated in demos provided by possible new website vendors, StarChapter and Courtland Consulting. At mid-year we reported that we were still in the process of reviewing the vendor cost proposals.
- 3) Following mid-year we recommended the selection of Courtland Consulting, which was approved by the Executive Board and voted on by the entire Board via emails.
- 4) We held committee meetings on October 17, November 14 and December 12 of 2014 and January 9, February 20 and March 13 of 2015. We also participated in the following meetings with Courtland Consulting: Web Kick Off meeting on October 16, Website Design/Content meeting on October 20, and a “Go Live” meeting on December 15, 2014; a Post Production meeting on January 7, 2015; and a meeting on February 6, 2015 to review the new customized registration report. Our committee communicated frequently via email with each other and Courtland due to the considerable activity surrounding getting the new website up and running.
- 5) Website security/payment features:
 - a. The committee voted in favor of paying for Secure Socket Layer (SSL) for our new website. We decided this was essential for security reasons.

- b. We addressed which payment gateway we wanted for the new website. After considering various options, we selected Intuit/QuickBooks.

6) Invoicing

- a. We worked with Debbie Edwards, ERICSA Treasurer, and instructed Courtland to send invoices via email to Debbie and set her up with an email account with Courtland.
- b. Debbie relayed that ERICSA would pay by check and not credit card.

7) Website conversion

- a. Based on Tim Morrison's recommendation, all committee chairs were asked to submit for posting to the existing website any materials that were not already presently posted. The materials would then transition to our new website. Information for our 2015 conference was posted to the old website in November to ensure conference information would be available immediately when our new website went live.
- b. An issue arose with Courtland concerning our speaker registration form. Initially, Courtland indicated we would have to pay for this form to be created. We discussed as a committee and Pam Sala to the action item to talk to Courtland. They agreed not to charge us any additional fee.

8) Website training

- a. Carla West and Tim Morrison participated in the training conducted by Courtland for the new website.
- b. Refresher training is available as part of our contract, note thought that group training requires advanced scheduling.

9) Website banner photos

- a. We selected five stock photos from Courtland (at \$25/each) for our new website banner.
- b. We had several rounds in selecting the stock photos until we felt we had a group that displayed the diversity that reflected what we wanted to achieve and photos that recognized both mothers and fathers with children.

10) Website Live

- a. We reviewed the test website and provided feedback, as requested by Courtland, between December 2 and December 9 as to any corrections that needed to be made before the website went live.
- b. We attended a "Go Live" meeting with Courtland on December 15 and gave our okay for going live. Courtland also set up email accounts for members of the Executive Committee.
- c. Our new website went live on December 19.

11) Post Production

- a. We participated in a Post Production meeting with Courtland on January 7, 2015 and provided preliminary feedback to our experience with the new website. We reserved the right to complete our

comments after the website had been up and running for a couple months. The one issue we mentioned of concern on January 7 was the issue concerning the conference registration report Tim Morrison needed to track registrations had not been resolved.

- b. After several attempts by Courtland to generate the type of report Tim needed, they reported ERICSA would have to pay for the customized report.
- c. We notified the Executive Committee of the situation and voiced our committee's opinion that we felt there was room to interpret in our contract that a report based on our customized registration form was covered by the contract.
- d. The matter was resolved by the Executive Committee with Courtland. Courtland felt we should have provided more information as to what we would need in this report. They said it would have influenced the platform they selected. The EC voted in favor of paying \$650 as part of splitting the costs as proposed by Courtland. This resolution ensured no delays would impact conference registrations.
- e. Tim Morrison, Carla West and Christine Jennings met with Courtland on February 6 to review the new registration report, which Tim deemed acceptable.
- f. We revisited our responses to the feedback document used during the Post Production meeting with Courtland. A new issue was brought up about some payment problems being experienced with the new website, which Tim explained were not within Courtland's control. We decided not to go forward with a testimonial at this time; Courtland had mentioned ERICSA providing one during the Post Production meeting in January. Carla West and Margot Bean finalized the feedback document, which was distributed to committee members and submitted by Carla to Courtland.

12) Current website status

- a. Tim Morrison and Courtland have continued to work together on resolving issues as they come up.
- b. Tim has posted Conference and News updates to the new website but reported that updates from P&L and Intergovernmental Improvement would be addressed later due to the work involving the conference.

13) Technology Committee folder on the website

- a. Committee reports and minutes/notes from meetings with Courtland have been converted to PDFs for posting.
- b. Courtland contract converted to PDF for posting and the finalized feedback document.

14) Ongoing coordination between the Technology Committee and other committees (e.g., P&L, Intergovernmental, News and Conference) is being maintained.

Accomplishments:

1. We selected a new vendor and met our goal of having 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 old website.
2. The new website went live December 19 in time to attract visitors for our conference.
3. We did encounter some problems, but overall we feel we accomplished the task with which we were charged this year and that the new website looks great.