

ERICSA Technology Committee
Call Notes
February 11, 2016

Present:

Christine Jennings, Chair
Carla West
Terri Nickel Matson
Elaine Poole
Pam Sala
Loretta Everett
Patrick Quinn
Melissa Rael
Corrina Smith

Topics Discussed:

1. Notes from January 14, 2016 Technology Committee call
 - a. Approved by attendees
 - b. Corrina took an action item to convert the WORD document to PDF and post the notes under the Technology Committee documents folder on our website
2. Intergovernmental Improvement webpage
 - a. Approved write-up submitted by Pat Quinn which was circulated to the Tech Committee prior to the call
 - b. Corrina took action item to post to II webpage
 - c. Pat reported that the IIC would like to improve the whole page
 - d. Carla Czalewitz will take the lead from the IIC working on look of the page; Corrina will work with Carla Czalewitz
 - e. IIC is reviewing material to ensure items are up to date
3. Policy & Legislation webpage
 - a. P&L Committee agreed on revisions to the page – Pam sent copy of the changes to the Tech Committee prior to the call
 - b. Christine took an action item to provide a new write-up referencing users to the II webpage at the bottom of the P&L page
4. News
 - a. Terri mentioned the flyer for the Employer Symposium is on the website and might be a possible article for an upcoming Newsletter
 - b. Nick Palos has an article that could go out on News
 - c. Elaine relayed that they do not need News articles at this time
5. Conference postings
 - a. Email will be sent out about the fundraiser to those already registered for the conference
 - b. Terri reported that the website is up to date and registration is working
6. Update from Corrina and Melissa on areas/issues being worked with Courtland
 - a. Authorize.net problem was fixed and it is now working seamlessly

- i. Integrated into the registration process
 - ii. Used for exhibitors and sponsors
 - iii. Attendees go through website
 - b. Email reports
 - i. Corrina instinctively knew we must have a problem because the ‘sent’ and ‘opened’ counts were always the same on the reports
 - ii. A bug was found and has been fixed – we are now getting good reports
 - c. Email system problems
 - i. Email system we have only allows 400 emails to be sent per hour; if we exceed 400, those over 400 do not go out
 - ii. Greg from Courtland investigated and found this issue out when Corrina was doing registrations at the same time as emails were going out (we just sent out mass emails two weeks in a row), that they bounced, too, if the 400 limit was reached. Emails and registrations count towards the 400 limit together. Melissa also received a large number of bounces from the mass email that was going out and reported the issue to Greg.
 - iii. Corrina communicated these problems to Greg Holmes of Courtland
 - iv. Greg said he could resend the emails that did not go out due to the count limit. Undeliverable emails (e.g., no longer in use) would still go to the Bounce folder
 - v. Greg Holmes recommended we get a new email system called Mandril
 - vi. Carla questioned why we would be responsible for getting a new email system since she thought the email system was built into our contract with Courtland
 - vii. We were not aware of an email limit last year, but Corrina and Melissa pointed out it may be we had a volume limit but did not realize it because the reporting might have not been working correctly then either
 - viii. Terri said the email system issue would be taken up with Courtland
 - d. Registration problems
 - i. Corrina reported there is a system bug
 - 1. She cannot edit completed comp registrations
 - 2. She has to delete the registration and re-register attendee
 - ii. Corrina also reported Courtland doesn’t have a log of reasons why a credit card was declined – the person can see reason, but she cannot
 - 1. Melissa said that it is probably logged in Authorize.net
 - e. CiviCRM
 - i. Upgrade problems – Greg easily fixed
 - ii. CiviCRM was selected by Courtland so we assume fixes are not costs to be passed on to ERICSA
 - iii. This should be taken up with Courtland to verify
- 7. Overall feedback from Melissa on website and conference registration
 - a. ERICSA website is user friendly
 - b. However, the registration portal is confusing and the reporting is confusing – hard to do searches
 - c. When asked about her experience with what other organizations are using, Melissa relayed that RegOnline works much better and can be easily customized

- d. Terri asked that Melissa write this up for her and the EC
- 8. Registration Report
 - a. Carla asked if she could be sent the additional cells for the Excel report
 - b. She can then finalize her program to make the current report more usable
- 9. Billable 'extra' support from Courtland
 - a. We addressed the need for clear definitions of what constitutes support that would be billed in 15 minute increments to ERICSA beyond what is covered without additional cost
 - b. Christine asked that we ensure we do not exceed what is budgeted for 'extra' support, which is currently two hours. This gets to our fiduciary responsibility handling ERICSA funds. We should not authorize or give tacit approval for additional expenses beyond what we recommended for our budget. If a need arises for additional 'extra' support, we need to alert the EC before work is done.
 - c. We need for Courtland to tell us upfront what we will be billed for as extra before the cost is incurred (currently, Greg marks his time as 'billable,' 'unbillable' or '?' after the fact)
 - d. Following our January Tech Committee meeting, Terri requested from Courtland how and when ERICSA would be billed
 - e. Courtland responded that no 'extra' costs would be billed through January
 - f. Terri scheduled a meeting with Steve of Courtland to be held at 10:00 Tuesday, February 16, to follow up on the guidelines for 'extra' support billing
 - g. Terri will include the other issues discussed during today's Tech Committee meeting during the meeting with Courtland
- 10. Outstanding Items
 - a. Who/which committee is responsible for updating ERICSA's LinkedIn page – Lara sent an email suggesting that *"the EC be responsible for the LinkedIn Updates, not the Technology Committee...it would be more efficient and the posts could be made more quickly if it stayed there with the people with the authority to post."*
 - b. EC response on the protocol proposed by the Tech Committee for ERICSA website updates

Respectfully submitted,
Christine Jennings
Chair, Technology Committee