

Admin Meeting 6/10/2019 Agenda and Minutes

REMINDER

We have scheduled our regular monthly meeting for the 2nd MONDAY of each month, Feb through November (no meeting in December). Location is the POA Large Conference room. 1PM – 3PM (if we need that long).

- The first to arrive should enter through the main POA entrance, be buzzed in and walk to the end of the hall. Open the outside door for others to enter. Last person to leave insures the outside door is closed and locked.
- Remaining dates are: 7/8 8/12 9/9 10/14 11/11

Members Attending: Julie Langlas, Adrian Kasper, Linda Breide, Marsha Herzog, John Manczko, Tierney Stetson, Ken Van Swearingen

Old Business

1. Documentation location/access check in. - *After a brief discussion, it was determined by Marsha that all that will sign up for the Admin Circle, probably have.*
2. Nomination for Admin to lead next meeting – *John Manczko will lead the 7/8 Meeting*
3. ~~Use of Jack and Jill – Delete after use – CLOSED~~
4. Routine Monthly Maintenance – *Need to clean: Ghost Menus, archive past Event Forms. Marsha to check with Memberclicks about Profile Searches*

New Business

1. Admins for 2020. Who plans on continuing, which positions to fill. How we train newcomers and when – *Marsha to poll on what's good and what needs improvement prior to addressing the "Who" at next meeting*
2. TLife Survey discussion – *Marsha presented background for the Draft Survey & plans to get buy in from TL Steering and BOD. The Draft Survey to be modified to include open questions and scale ratings for some questions, those to include follow up "why" to low rate. Marsha expects to have ready to release later this summer.*
3. An update on NV online sign-ups at meeting – *Julie Langlas indicated that NV is doing much better now with at meeting sign ups, but also "pushing pre registering". Concerns about noise so looking for optimal location at meetings for registration.*
4. More graduation date "fixes" – *Julie Langlas indicates NV needs to resolve the issue of registering then not attending for some time period and how it affects graduation date. Marsha to add "Note" section to data base so information can be carried to next person who is doing dates can understand the "why" of the date.*

5. Editor for "Forms" not the same as "Calendar Events" – Possible to Change? – KVS *questioned why no preview in Forms like Calendar - shown how to use "Form Alias" to accomplish task.*
6. Delete Elements in Forms – KVS *look at dependency of Element as reason for not able to delete. Marsha to help if not able to determine*
7. EC wants to add form field for online payments to their golf template – Tierney Stetson – *new Template to with Payment Option to be created for Events that some can opt to pay for part while others may not wish to participate in the pay for part. Golf Template best for basis of new Template*
8. ~~How to advance self service – Questions for survey re: Online experience: See #2~~
9. ~~Tracking Credit card Refund Costs how to minimize cancellation costs: New Villagers~~ *doesn't have a problem, since the meeting they have reported only 2-3 refunds since January. They don't have a lot of people paying by credit cards, since most of their events fill up at the 1st social, so their refund experience might change if they go to more on-line sign ups. For now, there is not a concern from New Villagers.*

HOA has decided have an earlier last date to cancel, and to issue all refunds by check and so its not an issue there.

TVCUC not doing refunds. So research/solution is complete.

10. Current Issues:

HOA issues using TL for sign ups then cancellations – using Chelsea thru the Pro Shop thus putting load on that staff. TL Links for sign up go to Chelsea software.

11. Close: Meeting adjourned at 3:30PM