

Admin Meeting 4/8/2019 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 5/13 6/10 7/8 8/12 9/9 10/14 11/11

Members attending: KC Babb, Kurt Szeluga, Ken Van Swearingen, Linda Klein, Jerry Fox, Perry Flanagan, Marsha Herzog, Julie Langlas, Quin Hostetler, Pat Forgrave

Old Business

1. Documentation location/access check in. Reminder to ALL: Sign up for our admin team circle, so that you receive emails from the team! *In order to receive the emails, you must turn on the notification in 'my profile – contact preferences', turn on all of the circle email options.*
2. Nomination for Admin to lead next meeting – *Ken Van Swearingen volunteered.*
3. Use of Jack & Jill Hill – *these can be used for testing. Fom submissions with this profile should be deleted after the testing is completed.*
4. Guest Registration on Golf – *after some discussion, it was determined that the golf template will be changed to not allow guests for dinner. The golfer can register other members of the household for dinner as linked profiles. In the occurrence that a golfer wants to bring a guest to dinner, they can call the golf coordinator.*
5. New Villager at Meeting Registration – *Marsha New Villagers continues to work on getting the registrations at the meetings to be correct. People don't realize they have already registered, so they register again with a different email. After some discussion, it was decided that Marsha, KC and Julie will take this off line. At the meetings, Julie or one of her helpers will check as people come in the door to see if they are already registered either in Tellico Life and if they have already signed up for New Villagers. They will then be given a slip that tells them what they need to do based on their status.*

New Business

1. Issue using Chrome for Forms Editing ... *Kurt Editing a form results in immediate changes to the form. For those that have Chrome autofill set up, certain fields are being populated, unknown to the editor. The fix is to turn off this function for memberclicks, or*

use Firefox when editing a form. The only supported browsers for memberclicks are Firefox and Chrome, so IE should not be used.

2. Routine Monthly Maintenance of: ... Kurt Admins are requested to perform monthly maintenance on their area. These include the items listed below.
 - a. Archiving old/unused forms (137)
 - b. Deleting old/unused saved searches (too many to count)
 - c. Deleting old Calendar items (nearly 300)
 - d. Deleting old Saved Messages (130)
 - e. Bounced emails (varies by club) – *People should be contacted to correct their emails. If you can't determine their correct email, it is suggested you send an email to someone else in their household.*
 - f. Unpaid/Open invoices (686 dating back to 6-2017, but varies by club) *Membership submissions should be actively worked to eliminate unpaid invoices. Invoices for activities can be ignored.*
3. URL problem with Chrome ??

Admins should use the url <https://tvlife.memberclicks.net/administrator/index.php> to sign on to make changes and updates. This will avoid problems with the links in calendar entries, etc.

4. HOA Golf – “replying all” issue ... Perry -*This issue has to do with club elists and people replying to the elist instead of the person in charge. It is fixed by sending the emails from the generic gmail address.*
5. Club E-lists ... Perry – *same as #4*
6. Goal status/actions – for 2019 *The goals can be found under ‘About Us – Governance & Meeting Minutes – February 2019 – Finalized 2019 Objectives’*
7. Testing new functions – Community Forum and Polls – Marsha *Two new functions are currently being tested. The Community Forum allows moderated discussions, with filter and purpose. Similar to Next Door but more focused.*
 - a. *After discussion of the limited nature of Polls, Marsha removed the Poll example from the menu.*
8. Current Issues, New items
 - a. *For the next agenda, a discussion on how to advance self service and we are all asked to bring questions for a survey on the online experience.*
 - b. *The different groups should be tracking credit card refund costs. When a credit card refund is issued because someone cancels or the event is cancelled, TL is still charged a fee by the credit card processor. Discussion is required on how to minimize these, either by changing the cancellation policy for events to be further out, therefore minimizing the number of refunds, or perhaps charging a cancellation fee to cover the costs.*
9. Close