MMS Support & Training Team Meeting // Dec. 8, 2020 // 12:30pm CT

Team Attendees: Jen Armson-Dyer (Badger), Nancy Funk (Pioneer), Erin Glass (Rocky Mountain), Penny Rodgers (North Texas), Daniel Becker (USAV), Carl Hipp (SE), Elizabeth Mackenzie (SE)

Guest: Cody March (Columbia Empire)

Meeting Executive Summary:

1. Welcome and introductions. Carl and Elizabeth from SE added to our team.

2. Discussion about a potential ticketing system to help create a centralized location for registrars to submit information for system enhancements, support and training requests and non-urgent system issues. Urgent issues should still go through proper channels. More info will be coming on this.

3. Reviewed a definitions document to make sure that everyone was on the same page about acronyms and commonly-used phrases. Elizabeth will mesh the Admin manual document with ours and Jen will alphabetize and send out / post.

4. Reviewed questions for a survey that will be sent to the "MMS Newsletter" group and is intended for registrars. It will be made into a Google Form, which will feed into a document added to our Google Drive Team Folder so that we can see results. Results will be used in multiple ways, including but not limited to: identifying pain points and providing resolution fixes to those; identifying processes that were used and if those were liked or not; identifying ways regions are using the system; region policies to aid SE Help in providing direction; feedback on Help documentation, other feedback for our Training and Support team, which can also be communicated to the Future Items Comms Team.

5. Elizabeth shared an internal content tracking document, which we can use to see what's been developed already and make suggestions on what could be added. Her team is confirming accuracy of information and Jen will take this doc to Thursday's Future Items Comm meeting to help figure out what to do with this. The suggestion was made to pick the top 10 items and send those to regions. Discussion about help items and sometimes vague nature, or incorrect information, and ways to resolve those issues.

6. Discussion about making sure SE is on the same page about the issues that we on the region side are seeing. The first step is collecting the survey information and then we can dive deeper. They have a pretty good handle but would like to have the conversation to see where gaps can be filled, or items can be moved to Future Enhancements.

7. We'd like to get a list of region registrars to communicate directly with, as some commissioners don't pass information along, don't respond, don't like SE/USAV, etc. We want everyone to be able to participate and give feedback.

8. Discussion of action items (below)

9. Next meeting date not yet set. We want to see the outcome of the 12/15 Current Items Group meeting to see if there is anything pressing. If not, we'll continue to work via email and Google doc to complete definitions and get the survey underway and monitor.

10. Meeting adjourned at 2:00 p.m. CT.

Action Items
1. Elizabeth will add in the definitions from the SE Admin Help document into our Google doc (and vice versa) to make sure that the documents match.
2. Jen will finalize the document (and alphabetize) and post on RVA website
3. Jen and Daniel will make the survey questions into a Google survey, which will then drop into a form inside the Google Drive Team Folder
4. Elizabeth will provide the list that SE has determined (based on help desk tickets and common feedback) are the biggest pain points.
    a. Secondarily, SE (Elizabeth and Carl) will provide documentation to this group about the common fixes for these identified issues
5. Daniel will get the newsletter email list from Janice to send the survey out to
6. Jen will take the Internal Help Resources listing to Comms meeting on Thursday and look to post on the RVA website by the end of the week.
    a. Our group and Comms can pick out a top 10 of help that would be beneficial right now and communicate that out to the regions
7. Daniel will send the edited help documents to the group so they can see an example of incorrect info being provided by SE to members, and we can work on getting that fixed.
8. Crowdsource help from registrars that if they see an SE Help document not tagged correctly, or they know some key words or terminology that could be added to some documents to provide a more robust search, to let our team know and we can let Elizabeth know.
    a. Would like the link to the article and additional keywords needed
    b. OR
    c. Additional key worlds and the topic(s) that would pull on (Safe Sport versus SafeSport is an example)