

MINUTES OF THE CONFERENCE CENTER USER COMMITTEE

May 13, 2016

Building 549, Conference Room B and ATRF Room E1201

Members in attendance: Vineet KewalRamani, Julie Hartman, Jillian Deshazer, Brenda Boersma, Ian Motter, Chris Graham, Jason Tait, Kristen Pike

Guests in attendance: Gretchen White, Jay Knight, Janelle Cortner, Stephanie Halling, Bao Tran

Members absent: Tammy Miller, Cheryl Lamb, Marsha Nelson-Duncan, John Stroka, Jon Summers, Kathy Easterday

AGENDA TOPICS:

Review of Conference Center Services document

Each of the Conference Center services was discussed in detail. There was one edit and one addition to be made to the services document as follows.

- (1) When setting up a WebEx meeting with the customer, the WebEx technician will establish the appropriate “alternate host” in the instance a back-up is needed for the host.
- (2) On the day of the event/meeting, the customer (and visiting speaker if applicable) is requested to arrive at least 20 minutes in advance of the meeting so there is ample time for set-up and training on equipment use.

It was decided that the Conference Center Services document should be transitioned from a chart format to a “FAQ format” and added to the Conference Center webpage. Andi Gnuschke has the action for this task and will distribute to the committee for review and comment.

Status of Building 549 upgrade project

Andi Gnuschke reported that the Building 549 upgrade project is considered complete. The only actions remaining were a few minor tweaks to be made to the equipment by the vendor responsible for installation and formalized staff training of the equipment by the vendor. An open house for the 549 Conference Center was held on May 13 for the local community to come see the new equipment and upgrades. The event was a success and the customers who stopped by seemed impressed with the new technologies.

Launch of new website

Jason Tait demoed the new Conference Center website. The website now includes an interactive map of both conference centers in which customers can see the room layout and technologies available in each of the conference rooms. The new website also includes an online request form that customers can use to reserve conference rooms.

It was recommended that a checkbox be added to the online request form for customers to be able to indicate if they want their event added to the NCI at Frederick Event Calendar. Upon receipt of the request, the Conference Center will send an email to the NCI at Frederick Helpdesk to request the addition of the event to the Event Calendar.

It was recommended that a checkbox be added to the online request form for the requirement of an onsite technician to be present for the duration of a meeting. Once the Conference Center is staffed appropriately to be able to provide the service, the checkbox will be added to the online request form.

It was recommended that a checkbox be added to the online request form for Café Services, such as catering. Rather than add a checkbox to the online request form, contact information for the Discovery

Café will be included in the confirmation email sent to customers upon completing their reservation. Also to be included in the confirmation email is information about how customers can advertise their event on the digital sign in Building 549.

Campus-wide A/V upgrades

Andi Gnuschke informed the group that the responsibility for the campus-wide Audio Visual (AV) / Video Teleconference (VTC) Strategic Plan recently transitioned from DSITP to the Conference Center. The Conference Center is now responsible for the upgrade of equipment and technology for 63 facility-wide conference rooms equipped with AV and/or VTC equipment. The ability for the Conference Center to be able to manage this new work, in addition to its current responsibilities with the current level of staff was discussed. Committee members expressed concerns about the Conference Center staff being able to adequately meet the needs of customers. It was recommended that the Conference Center add staff members in order to manage its current responsibilities, new book of business, and maintain customer service. Andi Gnuschke added that two position requests were currently in the works.

Open discussion

It was recommended that the Conference Center notify the Discovery Café when there are large events occurring at the 549 Auditorium. This will allow the Discovery Café to prepare appropriate amounts of food when there is the potential for additional customers. The Conference Center staff agreed to begin doing this.

It was recommended that the Conference Center establish an incident report form to establish a consistent approach for internal tracking of incidents and concerns. The Conference Center staff agreed to do this.

The Conference Center clarified that it ensures adequate time is allotted before events for room preparation/user training and after events for clean-up when necessary. When scheduling rooms in Meeting Room Manager, the Conference Center reserves rooms for additional time on the front-end and back-end of the event based on the customer's needs.

It was recommended that a link to Discovery Café catering services be added to the Conference Center webpage. The Conference Center staff agreed to do this.

Andi Gnuschke announced that Tammy Miller resigned as the Conference Center Supervisor and that the job was currently posted to be refilled.

The next Conference Center User Committee meeting will be held in August 2016.