MINUTES OF THE CONFERENCE CENTER USER COMMITTEE
September 14, 2016
Building 549, Conference Room A and ATRF Room E1203

Members in attendance: Vineet KewalRamani, Julie Hartman, Chris Graham, Jason Tait, Kristen Pike, Jon Summers, Marsha Nelson-Duncan, Chris Graham, Andi Gnuschke, Brenda Boersma, John Stroka

Guests in attendance: Gretchen White, Janelle Cortner,

Members absent: Cheryl Lamb, Kathy Easterday

<u>**AGENDA TOPICS**</u>:

Review of the minutes from May 13 meeting
All previously discussed recommendations have been implemented.

It was recommended that when a user requests an on-site technician through the online form, they are given a text field to explain the need for one.

It was suggested that the Conference Center Comment Form fields be optional to limit the amount of information and time needed to complete the form.

It was recommended that the Online Reservation Form include a definition for the term "setup assistance". Setup assistance will be defined as – Request to have a Conference Center Staff member present during the preparation of the meeting to assist with the setup of equipment, such as but not limited to, a computer, audio equipment, setting up a VTC connection or operation of the room's touch panel.

Current Staffing
Jason Tait, Conference Center Supervisor, announced the new staffing changes in the Conference Center. Chris Graham will fill the new position of Technical Specialist. Joe Freeman is the current Conference Center Coordinator. Jeff Skowronski is the new A/V Technical Specialist.

Jason Tait shared plans to cross train Conference Center staff on base and at the ATRF. Staffing concerns were expressed for the future usage of the ATRF Conference Rooms and situations where employees call out sick. The short term solution will be to balance the current staffing based off of each location's scheduled workload. If the demand for staff remains high, a proposal for more staff might be needed.

It was recommended that Jason Tait's number in the active directory be changed to x3779 as opposed to x1111. This was implemented shortly after the meeting.

Review of Conference Center FAQs
It was recommended that any text that suggests a redirect to another site/page be made into a hyperlink. The Conference Center staff agrees to make the necessary change.

The document was reviewed in detail. Only minor changes to the wording of the document were suggested. These have since been implemented.

It was recommended that an additional question be added. "How do I provide feedback to the Conference Center?" The Conference Center agreed to add this question.

Status of current conference room upgrades

In light of the future site visits taking place at the ATRF in 2017, it has been recommended that the ATRF Auditorium refurbishment project take place prior to the site visits scheduled in 2017. The Conference Center will explore the possibilities of a late November/December upgrade.

Open discussion

It was recommended that a WebEx SOP be created and posted on the Conference Center Website.

It was recommended that help signs be placed in the conference rooms that are not operated/managed by the Conference Center. These signs would direct users to dial x5115 for assistance.

The next Conference Center User Committee meeting will be held in January 2017.