

Date: March 21, 2013

Location: Westcott Bay Room

In Attendance: Susan, Kara, Patty, Jennifer, Danette, Anita, Anne Elkins, Kristine, Hope, Brian, Joni, Dorothy, Jane, Michele, & Noreen.

Treats: Joni & Dorothy

Game & Door Prize: Joni Winner: Danette

**LCC Update** – no LCC Meeting per Kristine

**Effective Business Writing/Tools** – Joni has purchased three books on this subject matter. They are “Business Writing”, “Writing that Works”, and “Business Grammar & Style Usage”. She would like to eventually present lessons from these books. The books are at her desk and available for checkout.

Joni shared that Rachael has posted a Marketing Hall of Fame “Gallery of Flyers” on the Intranet, under the Communications Dept. There are examples of exemplary flyers posted here for your use. If you have any flyers you have used or suggestions please submit them to Rachael.

**eCommerce Vendors** – Michele said we are unable to use Staples in the eCommerce system due to the individual logins assigned.

**GSMU Update** - Susan said that the “wait list” feature on GSMU was recently used on a class. GSMU accepted a credit card payment from someone on the wait list, which we don’t want to allow. Susan asked that we only use the wait list feature for non-pay classes. Susan, Joni, Rachael, Jennifer and two representatives from GSMU had a conference call to discuss the issues with the system. GSMU has agreed to a webinar so they can see the issues from our end and determine if the issues are on our side or GSMU’s. Chris Francy feels it is on GSMU’s side. He feels it is either server issues or inefficient program design. Joni noticed that system was working quicker this morning and she said they are working on it. Joni said GSMU is building a tool to use if you have multi enrollments on a PO for a class. She said this is a top priority to get this completed.

In response to a comment on a Plus/Delta survey Jerry felt he needed to attend the meeting to hear feedback and address issues regarding frustrations with the GSMU system. He shared that this system has been used by NWRDC for two years. The decision was made to go with GSMU at NWESD in order to keep a portion of an AA position rather than pay the higher costs to escWorks.

Issues and concerns that were expressed were as follows:

Anita – system has a lot of bugs, have taken a step backwards with GSMU. Issues with changing data in the reconciliation report and invoicing.

Joni – feels the invoicing is actually much easier with GSMU

Jennifer – Many features that are good, but a lot that are not, they take a lot of time. Class fees are going to have to be increased due to the AA's increased time in building/setting up classes. Cost to support the class goes up because everything takes a little longer.

Patty – reconciliation report issue with lump sum at bottom of report.

Susan – District Registrar feature and not being able to use it in GSMU

Jerry asked if there was a list of these issues and Susan said she has help tickets submitted to GSMU. The responsiveness on the help tickets are an issue to address. We don't always know that GSMU is working on it.

**Other** – Joni addressed the changes to the certification system and NWESD's role in it. As of right now, our certification office will be closing at the end of August 2013.

**Department Go-Round** - Susan: Vacation March 22 – 29, Tammy will cover for her. Jane: Getting budgets done, are hiring "coach" position. Kara: Budgets, Interlocal Agreements out and starting to come back. Will have a new facility for next year – the Denny Youth Facility will be on board with the ESD. Very exciting but a big tech project for George and Kyle. Patty: Early Childhood taking more of her time. Starting setup for "Starting Strong" registrations with breakout sessions. Jennifer: Budgets done this am. Excel DVD for ISPD was not good, Joni is returning it. The content was boring. Anita: Knowledge Bowl all day on Saturday, Young Authors next week. Busy with catalog entries for summer classes. Dorothy: Busy dealing with teachers and their certification questions. Kristine:

Annual Evals will be out in May. Clock hours going good. Noreen: Helping Brian with NWRDC Invoicing. Anne E: Covering LRC for Kristi and enjoying it. Joni: Rotary moving to a Port building April 1. New facility users are the AnoChords and Sylvan Learning. Still looking for a tenant for the AccuMed portion of our building.

Meeting adjourned at 11:15.

Minutes respectfully submitted by Noreen McKinney.