End-to-End Event Management (E2EEM)
Meeting Minutes

August 14, 2011

Attendees:
Lisa Baumann, Metro
Steve Peterson, Pacific Northwest
Lynn Hazlewood, Open Water Committee Chair
Richard Hess, Colorado
Emmett Hines, Gulf
Anna Lea Matysek, National Office
Jim Matysek, National Office, IT
Luke Shaheen, National Office, IT
Chris Stevenson, Records and Tabulation Committee Chair
Ed Tsuzuki (Chair), New Jersey Mary Beth Windrath, Minnesota

Utilizing both "GoToMeeting" and conference call technology, the task force was able to view the first (beta) release of the E2EEM Calendar of Events and Sanctions Request process. (GoToMeeting allows all attendees to view one attendee's (identified as the "presenter") PC. The "presenter" role can be assigned by the meeting host to anyone on the call.) Ed started out by walking through the on-line request process and then Luke walked through the review and approval process.

Feedback was collected (see below) and the task force was asked to give the tool a test run and provide additional feedback to Ed (and Luke). Please identify the browser used when providing feedback.

Feedback:

1) Sanctions request
   a) General
      i) Fewer exclamation points in pop-up bubbles!
      ii) Form is formatted primarily for US
         (1) State list is always a list of US states, regardless of country selected
         (2) Phone number is US format only
         (3) While these observations are true, we may wish to stick to US only at first. Trying to accommodate many other countries (provinces, prefecture, regions, etc.) may prove to be a bit overwhelming, especially when you consider the number of requests we would expect to receive for events outside the US.

iii) Suggest to allow requester to start by choosing to copy an event from past or start new (as opposed to checking after event info has already been populated.

iv) Green check mark (icon) after fields are confirmed (e.g. second time e-mail is entered) can probably be eliminated.

v) Perhaps add a “Contact Us” or “Help” link on each page of the form.

vi) Should provide clarity on how “event description” is used vs. “Comments to the sanctions chair” (although I am not sure where “Comments” are entered)

vii) Can browser’s auto-complete feature be utilized?

viii) Also suggestion that after completing a sanction request, should be asked if you want to complete another, and then primary contact info is already populated.

ix) Can you delete an existing event?

x) How to maintain old links – as links may become broken over time? (Is this a necessity?)

b) Meet Info

i) Considering pool, open water and clinics, perhaps the tab title should be “Event Info” (not “Meet Info”).

ii) The “Contact Us” link in the pop-up bubbles was not working, and it prevented additional input when returning to the form (latter item reported by Emmett – Firefox)

iii) Pop-up bubble says, "**Sanction/Recognition** submits the application for sanction or recognition by USMS. This is specified later in the form." Should be: "later in this form you'll specify whether it is a SANCTION or a RECOGNITION."

iv) Pop-up bubble also says, "**Calendar Only** allows your event to be displayed on the calendar, but it will not receive sanction or recognition status by USMS." Should we include something like "This can be changed at a later date."?

v) If an “Event Type” of “Clinic” is selected, should consider leaving “Course Type” optional?

vi) “Sanction Type” field pop-up bubble says, "Sanction requires that every participant is a USMS member." Yet one of the selections is Sanction by other FINA body which does allow non USMS members to participate.

vii) Lynn’s country defaults to “Virgin Islands, U.S.” (in Mac Safari). Seems to be OK in PC Safari.

viii) In clicking through the month on the calendar, the right (forward) arrow in the calendar moves about based on width of calendar (while left (back) arrow stays in a fixed position)

ix) Should consider the "Event Title" character limit as it may affect the calendar display.

x) Need to make sure the selection of an event already loaded (from pop-up that suggests events with same date), that leads to clearing of the info already provided (since event is already loaded) is clear to requester.

c) Contact Info

i) Need to have more flexibility in adding multiple contacts, perhaps without pre-defining what type of contact it must be (i.e. Meet Director, Head Referee, Data Coordinator). Might have co-Meet Directors, Top Ten Recorders, etc.

d) Venue Info

i) Once you select a venue, it cannot be edited (perhaps to update a wrong phone number)

ii) After a new venue has been added, the process does not display that information (until the summary screen). It would be good to see a display to confirm that the correct info (and photo) has been uploaded before proceeding to next step.

e) Entry Info

i) Missing apostrophe in "years" (pop-up bubble text) for "Please tell us last years approximate attendance!" in fields asking for number of participants (and both Last Year and This Year say "Please tell us last years…"

f) Review and Submit

i) When viewing submitted documents, the red X that allows you to delete the document needs to be clarified (right now, it gives the impression that the document did not successfully load).

2) Review Process

a) An e-mail will be sent to the sanctions chair and requester (as well as other contacts identified on the request). From this e-mail, you can click through to the request. There will be an "admin" screen where the LMSC reviewer can see all requests for their LMSC and a national view where all requests can be viewed. This screen will display pending, approved and denied requests. From the admin screen, the reviewer can:

i) Edit and Save Changes & Exit

ii) Approve the request

(1) The tool will automatically assign the USMS sanction/recognition number. The "Event ID" that can be filled in needs more clarification.

(2) It was suggested to have "permanent" IDs for repetitive events for historical purposes

(3) E-mail reminders will be available (the number of them and frequency of them TBD). It was requested that at least 2 or 3 reminders be sent out and the LMSC Chair and Top Ten Recorder should be cc'd on the 2nd and/or 3rd reminders.

iii) Deny the request

iv) Request additional information

Next steps

1) Task Force members are asked to test the tool and provide feedback to Luke and Ed.
2) Luke to review feedback listed above and comment on feasibility
3) Luke to look at a way to provide task force with access to the administrative tools to test the review, edit and approval process.
4) Ed to schedule another feedback session for Sunday, August 28 from 8 to 9:30pm EST. Also, would like to discuss how we should address training and getting ALL USMS events added to the calendar (through this on-line process). (It has been requested that the LMSC Development Committee add this requirement to the LMSC Minimum Standards)