



Minutes of the Springbrook National Users Group Board of Directors Meeting January 20, 2015

The meeting of the Springbrook National Users Group (SNUG) Board of Directors was called to order on January 20, 2015 at 2:04 pm Pacific Time via conference call by President Pam Arends-King. Other board members present were Julie Interrante, Aaron Olsen; Rhetta Hogan and Debbie Smith-Wagar. Stacey Barrett from Update Management was on the call, as was Janet Peterson, Stephanie Cassidy and Bert Lowry from Springbrook Software.

The first item on the agenda was approval of the December 2014 minutes. Julie moved approval of the December minutes. Rhetta seconded the motion and it passed unanimously.

The next item on the agenda was the November financial statement. Springbrook has gotten caught up on paying the first-year dues for all new Springbrook clients in 2014. Julie moved approval of the December financial statements. Debbie seconded the motion and it passed unanimously.

The next item for discussion was the contract with Update Management, Inc. The only increase was 3% for inflation. Debbie moved to approve the contract as presented. Julie seconded the motion and it passed unanimously.

Under membership, Rhetta asked if it would be possible to get a list of Springbrook clients who are not members of SNUG. She said she would be willing to reach out to them and see if some would consider joining SNUG. Bert said he would check with Tim at Springbrook to make sure it was okay to give SNUG a list of non-members.

For the newsletter, Pam said she knows she owes Debbie an article for the newsletter. Debbie said she needed to get it done. Bert said he would be willing to contribute some information that would work for the newsletter and/or the website.

We discussed getting content for the website. Bert said he would look at some of the webinars and see if they would be placed on SNUG's website. Janet is going to check on some of the on-line training that has been done. She said the weekly webinar trainings might be available. We discussed Springbrook videos versus SNUG content. We don't want to just duplicate what Springbrook is doing, but we need to get content on the website. Julie suggested we offer incentives to members to create content for the website. Rhetta agreed the users need to contribute. There was also a discussion about control over website content. Pam said we need

to control what is on the website. Aaron suggested that we need moderators, but that the content needs to be fairly open.

Pam asked about our “Find a User” and “Find a User Group”. Aaron said we have started integrating Google Maps into the website, but it isn’t complete yet. Pam said maybe we just hire a consultant to get the website done since we have to have it done by May. Aaron suggested that we continue this discussion via email.

Aaron had asked Bert and Stephanie to join the conference call because he wanted to talk about having more mid-level content at the annual conference. Aaron had already talked to Bert about having SNUG board members co-teach a class with a Springbrook employee. The board members could promote SNUG. According to Bert it is a “win/win” situation. Debbie had already agreed to do an internal controls class, and Todd could be there to talk about the specifics of how Springbrook can help with internal controls. Aaron would like to do a class on security with Ken or Todd. Someone from Tustin or Aaron could do a class on UB with Jamie. Pam said they could also do a class on Payroll – maybe FMLA. Tustin is also scanning invoices into the system in AP. Tustin is also using Extended Budgeting.

Aaron said these classes need to be marked clearly...maybe require a year of using Springbrook as a prerequisite to attending the session. We brainstormed names for the classes – “master” classes, or “business practice”.

Stephanie said the roundtables will be back. She also said the UB track will be slightly different...Jamie is going to integrate roundtables into her sessions. Payroll/HR and GL will be strictly roundtables. Springbrook would like to have clients moderate the roundtables. Board members agreed that SNUG members could moderate. Julie suggested asking for questions ahead of time. Stephanie said they will ask for questions at the beginning of the conference.

Bert asked if we were interested in mentoring. Aaron suggested moving that to next month’s agenda because what we have already talked about will take a lot of logistical work. Bert agreed he wants to focus on master classes.

Bert also mentioned that focus groups have been very useful to Springbrook. Several SNUG board members have been in the focus groups and said it was a good experience for them as well.

Pam confirmed that we will need to have a breakfast meeting. It will be on Wednesday.

The next meeting will be February 10, 2015 at 2:00 p.m.

The meeting adjourned at 3:18 pm.

Respectfully submitted,
Debbie Smith-Wagar, Secretary