



Minutes of the Springbrook National Users Group Board of Directors Meeting

September 8, 2016 | 4:45 pm (PST)

The meeting of the Springbrook National Users Group (SNUG) Board of Directors was called to order on September 8, 2016 at 8:12 am Pacific Time by President Julie Interrante. Other board members present were Sean Tran, Rhetta Hogan, Heidi Bova, Art Martinez, Steve Corbeille and Stacey Barrett (staff).

Guests: Angela Langston and Nam Ha

Approval of Consent Agenda/Additional Agenda Items

President Interrante requested if there were any changes to the agenda previously emailed out to the board for the meeting.

- Approval of August 24, 2016 Board Meeting Minutes
- Approval of August 2016 Month End Financial Statement

A motion and second was made to approve the consent agenda as presented. The motion was unanimously approved.

Accela

A discussion ensued regarding the meeting with Max Schnoedl and Angela Langston at the Accela Conference. The Board reviewed the following action items from the meeting:

- Accela to provide SNUG with the key contacts for Accela Finance & Administration Support Leadership Team to help with user's support questions.
- Board would like a list of KVS and SoftRight users to encourage membership with SNUG and provide Accela updates.

Membership

Interrante reported that the SNUG Membership Software survey results were given to Accela at the Accela Conference. The Board agreed that the survey was an effective way to expand on the difficulties SNUG members have indicated since the Accela/Springbrook Software acquisition.

A discussion ensued regarding the SNUG new and expired member list. Martinez recommended to the board to email the SNUG/Accela conference highlights to all current SNUG members and expired members and for the board to contact the new and expired members after that. The board agreed and requested for Barrett to send out the conference highlights by September 12th.

Wenzel and Ha joined conference call at 8:42 am.

Langston joined conference call at 8:45 am.

SNUG Branding

A discussion ensued regarding SNUG rebranding. Martinez noted that a name change had been discussed in a previous board meeting. Board agreed to table the agenda item for the October board meeting. Barrett will review past board meeting minutes and send the list of possible names to the board for review at the October meeting.

Accela

A discussion ensued regarding the follow up with requests to Accela from the SNUG board at the Accela Conference in August. Langston gave the following report:

- Ha will provide SNUG with the key contacts for Accela Finance & Administration Support Leadership Team to help with user's support questions. Accela requested that SNUG send this information to members and post on the SNUG website.
- Langston reported that she will work with Barrett on a list of KVS and SoftRight users.
- Langston reported that Mark Jung is the acting CEO with Accela. Accela will be sending notification to all users regarding the change. She also noted that Jung will be hosting a customer podcast in late September/early October.
- Langston reported that Accela is currently working on a Service Level Agreement for Springbrook Software Customers. She noted that when they have a draft version completed she would like to send it to the SNUG Board for feedback prior to releasing it to users.
- Ha reported that he will send a copy of all user communication from Accela to Barrett for her to send out to SNUG members.

Langston noted that she anticipates the completion of the tasks listed above by September 22, 2016.

Langston and Ha left the conference call at 9:17 am.

There was no additional old business and no new business.

The next meeting will be October 13, 2016 at 8:00 am (PST).

The meeting adjourned at 9:30 am.

Respectfully submitted,



Stacey Barrett
SNUG Association Manager