**Members:**  Yvonne Coulter, Melissa Craft, Earle Barnes, Tymn Neece, Laura Jones, Corbin Ellsaesser, Melinda Doherty, Mary McCoy, Jayme Osborn & Debbie Czarnecki

**Members Not Present:**  Randy Rhodes & Deb Smith

**Recording Secretary:**

1. The meeting began at 12:42 p.m. EST and Jayme Osborn announced that the meeting was being recorded.
2. Secretary Report – Jayme
   * All unfinished minutes will be sent to the Board for approval via email.
3. Treasurer’s Report – Mary
   * Checking: Beginning Bal as of 12/31/14: $84,790.28

Ending Bal as of 12/31/14: $83,040.57

50 membership registration: $16,135.50

Withdraws\*: $17,885.21

January 14, 2015 balance: $89,690.57

• Savings: Beginning Bal as of 12/31/14: $83,081.58

Interest earned: $2.12

Ending Bal: $83,083.70

\*withdraws: Sheraton deposit, RUG gift cards, Moore Merchandise, program costs, website costs.

• There were 19 additional registrations after December 31.

• The tax documents have been sent to our accountant.

1. Membership Report – Melinda
   * Melinda sent an email to all of the CHS clients that she had contacts for. She is waiting on the final list from Link Ladies. We did receive one for December, it was sent January 5th. Melinda has been working on the membership letters. SCC did a cross-reference check and found that: 110 clients who were members in 2014 that did not renew for 2015. That’s a large change. SCC is reaching out to them to make sure it didn’t fall through the cracks. There are 45-50 are CHS (former HMA) clients. HMA used to pay for the dues, now each facility has to pay their own dues. Some may choose to not participate any longer.
   * The new deadline is Deadline = January 31. SCC (Jeff Marr) is the contact for that.
   * The password will be changed after that – on Monday, February 2.
   * There is a flag in STAR has to be set for SNUG members to be included in the list serve. SCC doesn’t want to change all of those client flags and then have to go back and reset them. That’s why they are contacting them first.
   * There was a client that converted to 4.0 to 4.5 and they thought that made them a new client. Myra was going to investigate and their AE (Jamie Kincaid) was going to follow up with them.
2. SIG Update – Corbin
   * Requests have been sent in and we are waiting for SCC to evaluate them. Then they will send us out the new voting lists. The deadline for SCC to get the info to the SIG coordinators is February 20.
   * Moderators & administrators need to get ready.
     1. Instructions are on Sugar Synch.
     2. Was sent to the sig coordinator on Feb 9th.
   * Everything for Blood Bank has been sitting there for the last 10 years. Someone said they were trying to follow up. Do any of those enhancements are in future releases? If they were, it would be noted. This is an undelivered promise. Would the changes require the FDA approval? It’s possible. We need them to give us the plan. We will bring this up at Customer Service SIG. Suggestions: bring up at the next month’s Customer Service meeting. We will include it in the next agenda. We could send them an email now: we want an update, we are not getting the support we were promised. We may need to talk to executive leadership. Missy will follow up at the Customer Service SIG Coordinator.
   * Melinda: we asked SCC about a 4.5 SIG. We have discussed this at previous meetings. Sue Hughes and Leiloni did discuss it previously. Do we want to ask SCC to plan on having a 4.5 SIG at NEXT year’s conference? Yes. By end 2015, Jesus says they will have a more common base. So by 2016 they should be ready to take enhancement requests for that line. It goes beyond the SIGs – they are not working on SCR’s. Is there a clause in the contract for tat for SCR’s? SCC says that you have to upgrade to receive your SCR. They are not consistent. Some depends on the maturity of the module. The Board will keep it on the agenda for SCC. The 4.5 discussion will remain on the agenda at the Customer Service SIG. We will try to get more feedback from the 4.5 clients. Don Keller had always helped us in the past.
3. Customer Service Update – Debbie C
   * Nothing new since yesterday’s meeting.
4. Open Discussion:
   * Melinda: what is the appropriate way to recruit new vendors for SNUG? SCC has always done that in the past. Melissa has a potential vendor who has a lot of Soft clients. They cannot be in competition with SCC. Mary talked to Myra and the process is the same as last year -- SCC will do all the contact with the vendors. Melinda will contact Myra with her recommendation.
   * Our SNUG website has been updated and it looks GREAT! Thank you Earle!
   * Jeff Marr has offered for the SCC team to create a project plan that can be exploded into STAR tasks for the conference. They would create the project plan and it would automatically create the tasks and the timeline.
     1. This would be after the spreadsheet / checklist is complete – one major spreadsheet.
     2. Tymn’s recommendation is to wait until after the 2016 conference.
     3. Missy will get back to Jeff.
     4. STAR will be brought up at the Customer Service session at the conference.
   * Conference Marketing Mailer
     1. We can either continue with the style that we have used in the past or go with the postcard format.
     2. Full print – we pay for it and it is up to us. The majority of the board wants the full print. We should see how much we can get done in the next couple of weeks. We don’t want to get in a position where we have to pay for rush printing job. Missy will check with e the Link Ladies and ask them to find a printer.
     3. Jeff has already asked his art dept to get started.
   * We need to start thinking about what to add to the Link Ladies contract for next year. Do we want to stay with them?
5. The meeting adjourned at 1:37 p.m.
6. The next meeting will be February 19, 2015 at 12:30 p.m. EST.

Conference Call Schedules and Phone Numbers

Annual Conference Planning – 1st Wednesday 1200 EST; SCC’s #

Customer Service – 2nd Wednesday 1200 EST; SCC’s #

SNUG Exec/SCC – 3rd Thursday 1200 EST; Earle’s #