

## MINUTES

### Reservations Advisory Committee

1:00 PM – 2:00 PM

Tuesday, September 11, 2018

1. Introductions and call to order
  - a. Josie, Zach, Nancy, matt, Pam, Sam, Amanda
2. Old Business
  - a. Internal Billing Update/Questions
    - i. Feedback?
    - ii. Haven't heard much
3. New Business
  - a. Partner Client Criteria/Process – see attached handout
    - i. Propose plan to senior leadership team
    - ii. Further definition of reciprocal relationship or mutually beneficial
      1. Two groups being looked at by individual departments
      2. Put forth parameters
    - iii. Partner Client Questions
    - iv. Partner Client Application Process
      1. Initial Application
        - a. Makes sense to have application process with a committee to review
        - b.
      2. Re-application Process
        - a. How often to review
        - b. Review annually but not necessarily have them re-apply
    - v. Partner Client Benefits
      1. Receive facility fee discount of 75%
      2. Suggest they give list of benefits for us
        - a. Describe what you're offering as a benefit to Carroll
        - b. Set list of clear objectives along with "other"
          - i. Academic
          - ii. Financial
          - iii. Relationships
        - c. Institutional benefit – may just be a certain department
        - d. Suggest further definition of current partner relationship
        - e. Historic context of relationship
          - i. State specific contact at Carroll
      3. Make a tiered benefit
        - a. Are there different relationships?
        - b. Categorize by institution, sponsorship or event

- c. Clarification that partnership doesn't mean sponsorship
  - vi. Target Spring 2019
    - 1. Start weaning partners where it makes sense
    - 2. Leverage partnerships
- 4. Open issues or concerns
  - a. EMS Testing in Dev
    - i. Upgrading to new version
      - 1. Will impact user experience on Web
      - 2. More functionality/dashboard
    - ii. Amanda has some concerns but nothing that will hold off upgrade
- 5. Questions/Comments
- 6. Next meeting: Tuesday, October 2<sup>nd</sup> @ 1pm – VO 311