



# COMMUNICATIONS MEETING RECAP

## Tuesday, February 7, 2017

**MEMBERS PRESENT:** DENNIS O'CONNELL, MARILEE WATTS, NANCY CHONTOS, JOHN TOZZI, AND JEFF LIMPET

**MEMBERS ABSENT:** RICHARD MOLEZZO

**BOARD MEMBERS PRESENT:** TOM FITZGERALD

**BOARD MEMBERS ABSENT:** DAVE NISENFELD

**STAFF PRESENT:** REBECCA SMITH

### CALL TO ORDER

The meeting was called to order at 10:04 am at the Club at Town Center.

### APPROVAL OF January 17, 2017 COMMITTEE MEETING RECAP

Nancy made a motion for the approval of the January 17, 2017 recap and Marilee seconded the motion.

### BOARD COMMUNICATIONS –TOM

Tom mentioned the Board may change the meeting schedule, so that the Board is meeting every month. The change will be voted on at the next Board meeting on Wednesday, February 22<sup>nd</sup> at 5:30 pm.

### RECAP OF D4 Meeting on January 24<sup>th</sup>, 2017

The website meeting with D4 was very productive. The following items were discussed: Password reset, IBS sync (Enhancement #1), and home page design (Enhancement Request #2). The password reset problem has been outstanding since mid-September 2016. It involves the inability of residents who use the me.com and att.net domains (and others) for their email service to receive the reset email, which makes the password reset process completely ineffective. The specific reason for this failure was unclear as of this Communications Committee meeting. Until our meeting at D4 on January 24, 2017, D4 had maintained that, since the reset email is being sent by mysomerset, the fact that it is not being received by some of our residents is our problem to resolve. After an extensive and contentious discussion on January 24, D4 acceded to our demand that they become actively involved in the resolution of this problem. They will contact Apple and AT&T support, to pinpoint the password reset issue. Rebecca reported her conversation on Monday, February 6<sup>th</sup> with D4. As of Monday afternoon, D4 had been in contact with the support teams but no solution or problem addressed at that point and time.

We discussed the one-way sync from IBS to the mysomerset website. Dennis requested D4 to send Rebecca a log of intended actions for approval before the initial sync is performed. If approved, the sync would either go forward or not. The log of each sync would be sent to Rebecca to ensure information synced is correct.

We requested for the "home page" to be redesigned so the Web Administrator is able to have more control of content placement and position. The proposed page layout includes 6 blogs on the homepage instead of just one blog (ex: Hot Topics, Events, SOA, Landscaping, Safety, and News).

### DISCUSSION AND APPROVAL OF MYSOMERSETT ENHANCEMENTS

Rebecca received the two enhancement request proposals on Monday, February 6<sup>th</sup> afternoon. After each committee member reviewed the proposals, it was decided to table the enhancement requests until the password reset issue is resolved.

John volunteered to prepare an email to D4, to give a deadline of February 28<sup>th</sup> for the password reset issue to be resolved.

Dennis said the time and cost for both estimates was fair, however he did not think the length of the project should take as long.

### STATUS OF DOMAIN TRANSFERS

All three domains (somerset.info, somerset.net, somerset.org) have been successfully transferred to Somerset Owners Association.

### RECAP/PLANNING FOR COMMITTEE TRAINING – IBS & GENERAL IT



# COMMUNICATIONS MEETING RECAP

John suggested we table the general IT training to discuss at the next meeting. If any committee member has any questions in the meantime, please contact Dennis.

During an IBS training, Marilee and Jeff noticed a "Event Management" tool within IBS. Rebecca is to contact IBS to inquire about the tool and see if it is something we can utilize with our website.

## WEBSITE METRICS

Month:	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
# of Sessions	1,878	2,162	1,753	1,624	1,263
Users	991	1,340	1,046	1,052	737
Pageviews	10,015	8,998	6,720	5,111	5,758
Bounce Rate	36%	46%	42.00%	50%	38.40%
# of Active User Accounts		3,010	3,027	3,038	
# of Active Email Subscribers	2,170			2,341	2,349
Average Email Open Rate %		53%	44%	52%	47%
# of Articles posted	1	5	4	5	6
# of comments posted	3	1	1	1	3

## COMMITTEE MEETINGS IN MARCH AND APRIL

The Communications Committees next meeting is scheduled for March 21<sup>st</sup>, the day before the Board meeting. Rebecca is to send out a Doodle invitation to the committee for a meeting of the week of March 6-10.

## HOMEOWNER COMMENTS

Rebecca shared Mr. Haar's email about his website recommendations for mysomerset.com (a forum where homeowners can express their individual opinions on Association business, Clubs page, and News and Discussion).

Nancy shared a blog post from Somerset United. The post stated that if the mysomerset website implements a homeowner forum where homeowners can express their opinions/comments, then it is a possibility the Somerset United website can be retired.

## ADJOURNMENT

The meeting was adjourned at 11:40 am.

***\*The next meeting is scheduled for Tuesday, March 21 at 4:00 pm.***