

Kansas City Tessitura User Group - June 23, 2020

Date and Time:

23 June 2020 - All items on the board
22:08 (UTC+00:00)

Facilitator:

Tessitura User Groups 1

Attendees:

Shannon Rolle, LOKC, Molly Sefton, Laura KC Consortium, Carol Keeney, Catie Pedersen, Ashley Lucas, Amber Courtney, Melissa Champ, Molly Sefton, Shannon Rolle, Jennifer Wampler, Nathaniel , keri, Julia Craig , Chris Willmeth

Summary:

Great Kansas City Tessitura User Group event today! Lots of conversations around working during COVID-19, virtual events and donor outreach, and what re-opening looks like.

Actions:

Learnings:

Topics discussed:

One page giving

Votes: 6

Suggested by: Molly Sefton

Comments:

- **Laura KC Consortium**
Very successful first one page giving, some donors received errors
- **Tessitura User Groups 1**
Molly - received 7x more donations. Lots of errors. Anyone else using this and experiencing issues?
- **Tessitura User Groups 1**
Type of errors experienced - generic error and couldn't proceed to payment page
- **Tessitura User Groups 1**
Amber - used TNEW and put source number on product page... Instead of using source code number use the promo word
- **Tessitura User Groups 1**
Shannon - testing ours on next email going out on Thursday. Donate link going to One Page giving

- **Tessitura User Groups 1**
Jennifer - our's is set up, seems to be working fine

For those doing virtual events, what platform are you using and how are you sending the links to RSVPs?

Votes: 5

Suggested by: Ashley Lucas

Comments:

- **Tessitura User Groups 1**
Ashley - will set events up as performances in Tessitura. Not sure about sending event links.
- **Tessitura User Groups 1**
Molly - held virtual Future Stages festival. Web designers created a portal for us and we used YouTube to post the recordings.
- **Tessitura User Groups 1**
Jennifer - most virtual events have been FB performances or link to our website (not viewed as much as the FB performances were). Looking at virtual theatre that would have different ticket levels = access to different parts of our website. Potentially will use this for gala or KC Dance Days.
- **Tessitura User Groups 1**
Melissa - in pipeline - TNEW gated content is on the roadmap... sell ticket and provide access

How are your reopening plans coming along?

Votes: 4

Suggested by: Carol Keeney

Comments:

- **Tessitura User Groups 1**
Carol - getting people back in the office after July 4th. No re-opening date yet. Still thinking of requirements (masks, etc).
- **Tessitura User Groups 1**
Catie - plans are all up in the air
- **Tessitura User Groups 1**
Jennifer - Ballet is still working from home. Trying to set up studio so that we can have 3-4 dancers in studio at once. Looking to do in-person summer intensive at end of July.
- **Tessitura User Groups 1**
Carol - seeing a lot of orgs working from home
- **Tessitura User Groups 1**
Catie & Shannon - working from home. No plans for Lyric Opera to return to office.
- **Tessitura User Groups 1**
Group - no one has made plans to re-open performances yet

What new reports, changes to reports, dashboards, etc have you developed that have helped you navigate the recent changes?

Votes: 4

Suggested by: Amber Courtney

Comments:

- **Tessitura User Groups 1**
Amber - restructuring production season prior to COVID, using this as an opportunity to change the way we set up tours, etc.
- **Tessitura User Groups 1**
Melissa - shared dashboard that you can import. Specific for COVID. Shows in graphical form how you are effected.
- **Tessitura User Groups 1**
Keri - we've used the COVID dashboard and added in customized needs.

- **Tessitura User Groups 1**
Ashley - we have struggled to report on how much money has been returned. The TNEW functionality has been helpful.
- **Tessitura User Groups 1**
Cancellation Impact Dashboard: https://www.tessituranetwork.com/Items/Videos/Webinars/2020/PopUpSkill_Cancel_Dashboard

switching to completely electronic ack letters and donor files

Votes: 4

Suggested by: keri

Comments:

- **Tessitura User Groups 1**
Keri - grant letters, copies of check stubs, remittance forms, all other documentation
- **Tessitura User Groups 1**
Carol - ability to save this in Tessitura constituent record
- **Tessitura User Groups 1**
Melissa - there is a documents radio button on constituent record where you can file documents
- **Tessitura User Groups 1**
Shannon - new documents feature is really nice. Easy to attach and make customization. Documentation provided by Tessitura.

What sort of virtual programs have you done or are planning to do? Are you planning on carrying these on post-covid?

Votes: 3

Suggested by: Amber Courtney

Comments:

- **Tessitura User Groups 1**
Amber - school tours can now be advertised more widely. Chance to bring in new audiences.
- **Tessitura User Groups 1**
Catie - we've released little snippets of productions, but don't have much content to offer due to contracts. Virtual offerings for future will have to be brand new.
- **Tessitura User Groups 1**
Keri - KCRep, we streamed production footage to subscribers and donors.
- **Tessitura User Groups 1**
Keri - weekly FB event - Thursday night mixer with 2-3 artists. Craft cocktails. Getting good engagement & response.
- **Tessitura User Groups 1**
Shannon - love the craft cocktails mixer - seeing the speakers in their kitchen making the drink is fun and personable. Partner with local distillery.
- **Tessitura User Groups 1**
Keri - FB Live has chat feature so audience can ask questions and engage

For those of you with seated events, are you planning social distance seating and would you find dynamic best seating in tessitura with social distance built in or utilizing TNEW SYOS map enforcement of social distancing.

Votes: 2

Suggested by: Melissa Champ

Comments:

- **Tessitura User Groups 1**
Catie - yes, we're going to have to work around social distance seating. Yes, we need this.

- **Tessitura User Groups 1**
Keri - Yes, considering social distance seating, but it's not financially viable. Curious to see how the technology works.
- **Tessitura User Groups 1**
Shannon - Envisions a 2-part system: subscribers that we have to deal with first, then single ticket buyers.
- **Tessitura User Groups 1**
Melissa/Chris - social distancing hold codes in TNEW coming in July
- **Laura KC Consortium**
Chris Willmeth--near end of July in TNEW there will be hold codes that allow blocking off of some seats social distancing
- **Tessitura User Groups 1**
Melissa - as you hear decisions being made around social distancing, Tessitura would love feedback.

Engaging with donors virtually

Votes: 2

Suggested by: Shannon Rolle

Comments:

- **Tessitura User Groups 1**
Jennifer - hosting weekly happy hour on Zoom with guest speakers for upper-level donors. Personal phone calls, notes.
- **Tessitura User Groups 1**
Shannon - virtual murder mystery made specifically for Zoom. Budget-friendly \$30

Suggested topics with no votes:

How are you dealing with fatigue--quarantine fatigue, uncertainty fatigue, business interruption fatigue and what can we do to help?

Votes: 0

Suggested by: Laura KC Consortium

Comments: