

# May 10th TCTUG Meeting

## Date and Time:

10 May 2022 - All items on the board  
16:16 (UTC+00:00)

## Facilitator:

TwinCities Tessitura Community

## Attendees:

Jenny, Cassandra Swan, MNOrch, Tara, Adriana P, Neil Cole | MN Zoo, Kristie Nord (MN Zoo), Leif (CTC), Michele mnzoo, Sara Wabrowetz (Guthrie), Austin Bartlett-Chase, My Le, Sophie M, Regina, CTC, Karl Annable, Marie T (MN Zoo Foundation), Michelle Clabaugh, Chris Jensen (Guthrie), Kevin Beckey, Liz Walker, Laura Cortis, MN Orchestra, Chelsea Parker, Maggie F MN Zoo, Jonathan Lundgren MN Opera, Michelle Poss, Jennifer Woyda

## Summary:

## Actions:

## Learnings:

## Topics discussed:

### Digital Membership? Pros/Cons

Votes: 16

Suggested by: Michelle Clabaugh

### Comments:

- Marie Tuhy  
@Tara how are digital cards doing at SMM?
- Tara  
Well.... Ok. Pick your partner carefully  
Likes:1
- Michele mnzoo  
Does anyone else in the area do digital cards?

## What practices or technologies have people adopted in the past 2 years that they are keeping as business is speeding up again?

Votes: 10

Suggested by: TwinCities Tessitura Community

### Comments:

- Michelle Clabaugh  
Maintaining a hybrid of both virtual and in-person programs/activities
- Cassandra Swan, MNOrch  
we are keeping contactless scanning although it isn't heavily used and it is still faster to scan ticket by hand  
Likes:1
  - Michelle Clabaugh  
What mounts are you using?
  - Liz Walker  
Online admission sales.
  - Jennifer Woyda  
moving away from cash transactions  
Likes:2
  - Tara  
Extra month offer Tessitura trigger
  - TwinCities Tessitura Community  
One Page giving for donations
  - Marie T (MN Zoo Foundation)  
I "think" Classy was a newish addition around early COVID and really leaned into it since.
  - Tara  
timed ticketing  
Likes:2
  - Marie T (MN Zoo Foundation)  
And I say Classy only because TNEW can't do recurring giving :(
  - Leif (CTC)  
Only digital tickets  
Likes:2
  - Marie T (MN Zoo Foundation)  
I love SMMs ticket scanning stations at the gallery entrance. SO easy.  
Likes:1

## How people manage recurring gifts in Tess

Votes: 7

Suggested by: Marie T (MN Zoo Foundation)

### Comments:

- Tara  
So so manually!
- Michelle Poss  
We use the pledge billing utility but ACH is more manual.

- Sara Wabrowetz (Guthrie)  
We use pledges & the billing utility, and our gift officers like that because we can recognize people at their total giving level
- TwinCities Tessitura Community  
Tessitura Merch Services dream it, be it!
- TwinCities Tessitura Community  
EMAIL GROUP!!!

Do you offer mail/will call for ticket delivery? Or do you only offer digital tickets?

Votes: 6

Suggested by: Cassandra Swan, MNOrch

**Comments:**

- Chris Jensen (Guthrie)  
(Not a box office person) Yes to mail & will-call. Our patrons are not ready to go all digital.

What day of the week is most convenient to meet?

Votes: 2

Suggested by: TwinCities Tessitura Community

**Comments:**

- Michelle Poss  
Wednesday or Monday
- Michele mnzoo  
Thursday
- Sara Wabrowetz (Guthrie)  
Tuesday
- Cassandra Swan, MNOrch  
Monday
- Chris Jensen (Guthrie)  
Tue/Wed/Thu
- Marie Tuhy  
Monday
- Regina, CTC  
Tuesday or Thursday
- Kristie Nord (MN Zoo)  
Wednesday or Thursday
- Michelle Clabaugh  
Tuesday
- Tara  
Tues/Wed
- Leif (CTC)  
Tuesday or Thursday
- Leif (CTC)  
Tuesday or Thursday
- Kevin Beckey  
Wed or Thur. NOT FRIDAYS!

- Laura Corts, MN Orchestra  
Thu
- Maggie F MN Zoo  
Tuesday or Thursday
- Jennifer Woyda  
Monday

## What are people having for lunch?

Votes: 2

Suggested by: TwinCities Tessitura Community

### Comments:

- Cassandra Swan, MNOrch  
chicken schwarma and chickpea salad
- Chris Jensen (Guthrie)  
Pizza  
Likes:2
- Sara Wabrowetz (Guthrie)  
Whatever I find at Trader Joes
- Marie Tuhy  
Leftovers
- Laura Corts, MN Orchestra  
some horrible leftover in the back of my fridge
- My Le  
Vietnamese Food
- TwinCities Tessitura Community  
leftovers
- Michele mnzoo  
left over Thai  
Likes:1
- Austin Bartlett-Chase  
Sandwiches!
- Regina, CTC  
Greek salad!  
Likes:1
- Tara  
TBD
- Liz Walker  
Pasta salad.
- Michelle Clabaugh  
Frozen pasta bowl from Evol

## Topics voted on but not discussed:

Are you considering rolling back the refund policy at all for the 2022-23 season?

Votes: 6

Suggested by: Cassandra Swan, MNOrch

**Comments:**

Do you have an embarrassing work from home pet story?

Votes: 4

Suggested by: TwinCities Tessitura Community

**Comments:**

What is the best Tess related advancement that has come out of the pandemic

Votes: 4

Suggested by: Tara

**Comments:**

How often would we like to meet as a group?

Votes: 3

Suggested by: TwinCities Tessitura Community

**Comments:**

Are people comfortable with meeting in person in September?

Votes: 2

Suggested by: TwinCities Tessitura Community

**Comments:**

Do you still offer cash as a payment method for ticket/concessions sales at events?  
Or are you cashless?

Votes: 2

Suggested by: Cassandra Swan, MNOrch

**Comments:**

## **Suggested topics with no votes:**

What topics should we discuss at upcoming meetings?

Votes: 0

Suggested by: TwinCities Tessitura Community

**Comments:**

Does anyone do a Classy integration w/Tessitura?

Votes: 0

Suggested by: Marie T (MN Zoo Foundation)

Comments: