

Tessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

MANAGING PARTICIPANT DATA IN TESSITURA

Tick The Box

🎯 PRESENTERS

Natasha Goodge : Royal Shakespeare Company

Emily Dawkes : Nottingham Lakeside Arts

Jo Wettern : Glyndebourne

🎯 CONTENT PLANNERS

Caroline Pope: Theatre Royal and Royal Concert Hall

Giulia Cubatolli : Roundhouse

Managing Education Participant Data on Tessitura

Natasha Goodge

Marketing Manager (Education)

Royal Shakespeare Company



About RSC Education

We reach over half a million young people each year through our Education work

- Performance tickets
- Schools' Broadcasts
- Workshops and Events for young people
- Professional Development for teachers
- Long term partnerships with schools and theatres across England



We use Tessitura for ticketing, recording and reporting on our schools' activity

- **Ticketing**
 - Performance and event tickets
 - Teacher professional development in schools
- **Recording information**
 - Teacher relationships
 - Project engagement and participation
 - Additional information from external sources
- **Future plans – bespoke reporting**

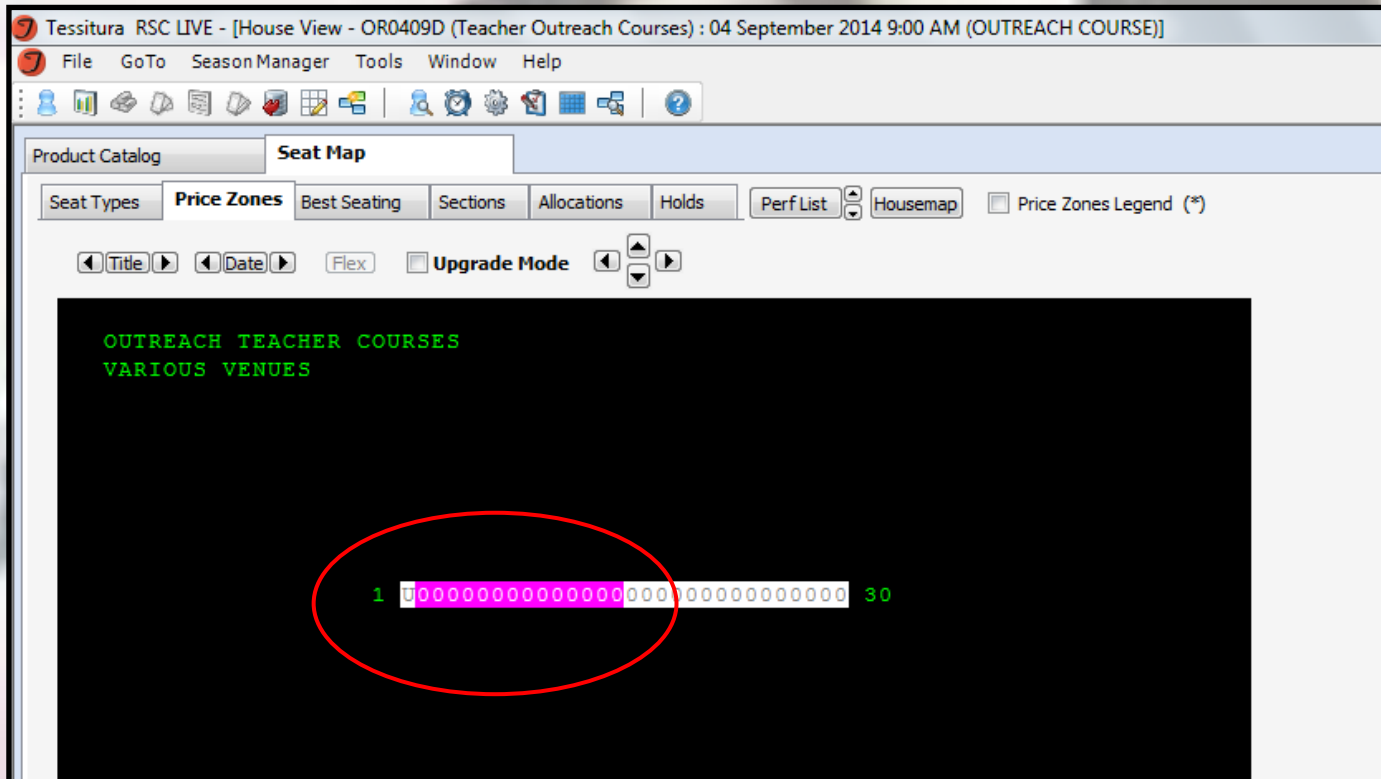


Recording participants *and* bookers for our Teacher Professional Development work

- Normally booked by one school, with attendees from around the surrounding area
- Previously only had details of the booking school on Tessitura – not reflecting the reach of this work
- Plan now set up as general admission with 30 spaces plus one additional space

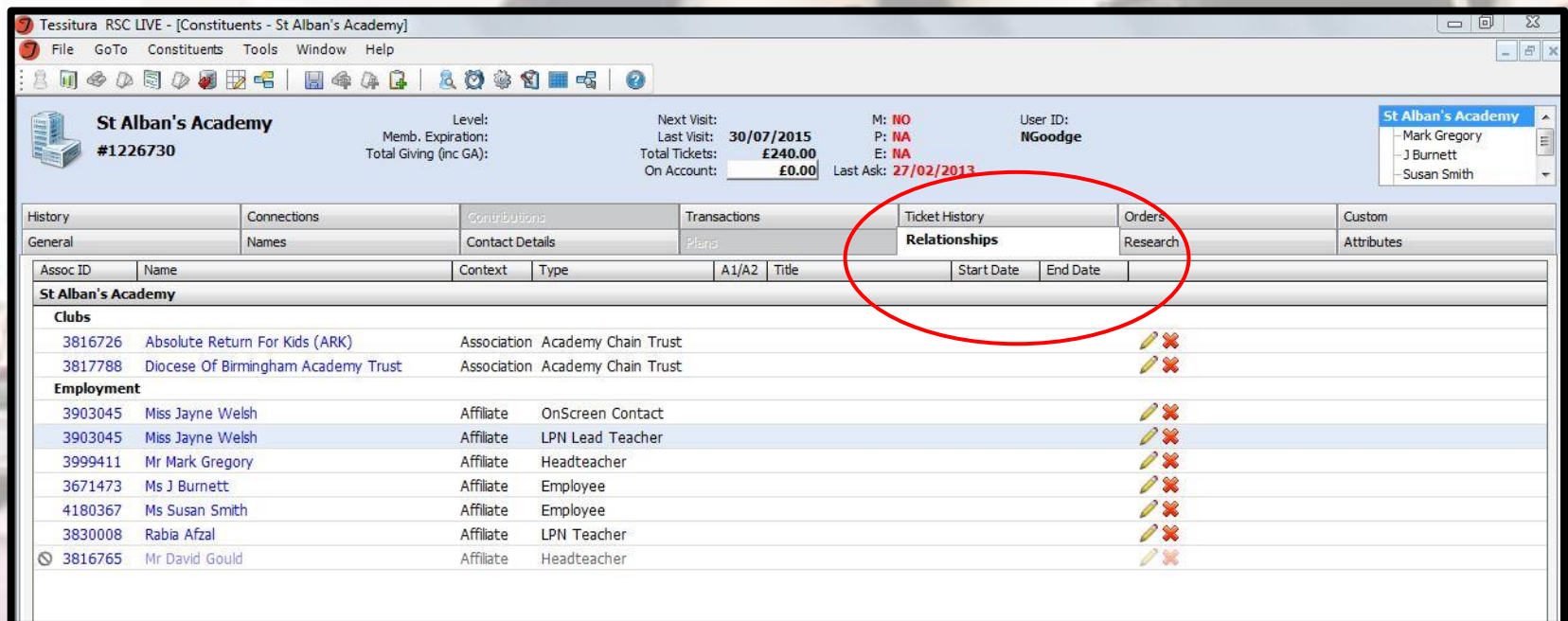
Recording participants *and* bookers for our Teacher Professional Development work

- First seat sold to booker using price type to cover full cost of workshop
- Remaining seats sold as comps after the event based on information gathered from attendee sign up sheets



Keeping track of teachers using Affiliations

- Helps identify most appropriate teachers to contact for a particular project
- Also means we can keep individual records with individual email addresses – much better response than using generic school email addresses
- Found in the relationships tab



The screenshot shows the Tesseract RSC LIVE interface for St Alban's Academy. The 'Relationships' tab is selected and circled in red. The interface displays a table of relationships with columns for Assoc ID, Name, Context, Type, A1/A2, Title, Start Date, and End Date. The table is divided into sections for Clubs and Employment.

Assoc ID	Name	Context	Type	A1/A2	Title	Start Date	End Date
St Alban's Academy							
Clubs							
3816726	Absolute Return For Kids (ARK)	Association	Academy Chain Trust				
3817788	Diocese Of Birmingham Academy Trust	Association	Academy Chain Trust				
Employment							
3903045	Miss Jayne Welsh	Affiliate	OnScreen Contact				
3903045	Miss Jayne Welsh	Affiliate	LPN Lead Teacher				
3999411	Mr Mark Gregory	Affiliate	Headteacher				
3671473	Ms J Burnett	Affiliate	Employee				
4180367	Ms Susan Smith	Affiliate	Employee				
3830008	Rabia Afzal	Affiliate	LPN Teacher				
3816765	Mr David Gould	Affiliate	Headteacher				

Keeping track of teachers using Affiliations

- For targeting, affiliation types can be selected through List Manager

The screenshot shows a 'New List' window with a tree view on the left and a main panel on the right. The main panel has two criteria tables. The bottom section, 'Add Affiliated Individuals', is circled in red and contains the following elements:

- Buttons: Replace Individuals, Add Associations, Add Individuals, Add Groups, Keep/Replace Original, Delete, Show Query, Validate Query, Manual Edit, Close.
- Section: **Add Affiliated Individuals**
- Text: Add Individuals with these Affiliation Types: [Dropdown]
- Text: Filter Affiliations By List: [List Box]
- Text: Include Inactive Affiliations: [Checkbox]
- Text: Use Affiliation Start and End Dates: [Checkbox]
- Text: [List of Affiliation Types]
- Button: Reset

Criteria	Operator	Value	Search Household
Criteria	In	(1 value selected)	<input type="checkbox"/>

Criteria	Operator	Value	Search Household

Replace Individuals Add Associations Add Individuals Add Groups Keep/Replace Original Delete
Add Affiliated Individuals
 Add Individuals with these Affiliation Types: [Dropdown]
 Filter Affiliations By List: Head of Drama (Employment)
 Head of English (Employment)
 Headteacher (Employment)
 Key Employee (Employment)
 Literacy Coordinator (Employment)
 Include Inactive Affiliations: []
 Use Affiliation Start and End Dates: []
 Reset

RSC Schools' Broadcasts on Tessitura

- Schools required to complete online registration process to take part
- Registrations need to be matched against Tessitura profiles before access is granted
- Online registration form adds information to a custom screen on a limited number of individual records on Tessitura

The screenshot shows the Tessitura RSC LIVE interface for a user profile. The profile for Miss Natasha Goodge is circled in red. Below the profile is a table of OnScreen Education Registrations.

School	Contact	Terminals	Cohort	Key Stages	Sign Language	Type
Henry V RSC School S Willis	Waterside steve.willis@rsc.org.uk	1	1	5 Stratford-upon-Avon	<input type="checkbox"/>	TEST
Othello RSC School S Willis	Waterside steve.willis@rsc.org.uk	1	1	5 Stratford-upon-Avon	<input type="checkbox"/>	TEST

RSC Schools' Broadcasts on Tessitura

- Clicking the grey boxes opens up a constituent search box with option to match existing records for both the school and the contact teacher

Tessitura RSC LIVE - [Constituents - Miss Natasha Goodge]

File GoTo Constituents Tools Window Help

Miss Natasha Goodge
#3217672
AF

Level: AF Active
Memb. Expiration: 31/01/3000
Total Giving (inc GA):

Next Visit:
Last Visit: 07/08/2015
Total Tickets: £691.50
On Account: £0.00

M: RSC
P: NO
E: RSC
Last Ask: 18/06/2015

User ID: NGoodge

Names Contact Details Plans Relationships Research Attributes
History Connections Contributions Transactions Ticket History Orders Custom

Data Protection Discount Vouch GA Payments Segmentation On Screen Reg WordFly

OnScreen Education Registrations

School	Contact	Terminals	Cohort	Key Stages	Sign Language	Type
Henrv V <input type="checkbox"/> <i>RSC School</i> <i>S Willis</i>	Waterside <input type="checkbox"/> <i>Waterside</i> <i>steve.willis@rsc.org.uk</i>	1	1	5	<input type="checkbox"/>	TEST
Othello <input type="checkbox"/> <i>RSC School</i> <i>S Willis</i>	Waterside <input type="checkbox"/> <i>Waterside</i> <i>steve.willis@rsc.org.uk</i>	1	1	5	<input type="checkbox"/>	TEST

RSC Schools' Broadcasts on Tessitura

- Once the registration has been matched it also appears on the school and individual records

The screenshot shows the Tessitura RSC LIVE interface for 'The Perse School'. The school's name and ID (#929658) are circled in red. Below this, a table titled 'OnScreen Education Registrations' is shown, with the first row also circled in red. The table columns are School, Contact, Terminals, Cohort, Key Stages, Sign Language, and Type of Education. The first row lists 'The Merchant of Venice' for 'Mr Chris Green' with 30 terminals, a cohort of 30, and 4 key stages.

School	Contact	Terminals	Cohort	Key Stages	Sign Language	Type of Education
The Merchant of Venice 929658 The Perse School Christopher Green	3670972 Mr Chris Green Hills Road cejgreen@perse.co.uk	30	30	4	<input type="checkbox"/>	Independent CBZ

RSC Schools' Broadcasts on Tessitura

- This information can also be accessed through List Manager

The screenshot shows the 'New List' window in the Tessitura system. On the left is a tree view of search criteria, with 'On Screen BSL Watched' circled in red. The main area contains a criteria table with the following data:

Criteria	Operator	Value	Search Household
Onscreen Registration	In	Henry IV Part I Henry IV Part I and Henry IV P Henry IV Part II Henry V Henry V and Othello	<input type="checkbox"/>

Below the table is an 'OR' section with an empty criteria table. At the bottom, there are buttons for 'Replace Individuals', 'Add Associations', 'Add Individuals', 'Add Groups', 'Keep/Replace Original', and 'Delete'. A section titled 'Replace Individuals with Primary Household' contains three radio button options:

- Leave the individual constituents as selected by the list criteria
- Replace individual constituents with their primary household, if one exists
- Replace individual with household and add all primary affiliates

Other buttons include 'Reset', 'Show Query', 'Validate Query', 'Manual Edit', and 'Close'. The status bar at the bottom shows '224481_NGooode 13/01/2015 10:11 NG 13/14 BROAD > 18.3% FSM 42'.

RSC Schools' Broadcasts on Tessitura

- Our Schools' Broadcast system also allows us to see who actually watches the broadcast on the day – this information is recorded in Tessitura using attributes

Tessitura RSC LIVE - [Constituents - Lings Primary School]

File GoTo Constituents Tools Window Help

Lings Primary School #3316730 A

Level: **A** Active
 Memb. Expiration: **31/03/2016**
 Total Giving (inc GA):

Next Visit: **11/01/2016**
 Last Visit: **20/08/2015**
 Total Tickets: **£5,068.75**
 On Account: **£0.00**

M: **RSC**
 P: **RSC**
 E: **RSC**
 Last Ask: **22/10/2008**

User ID: **NGoodge**

Lings Primary School
 Leigh Wolmarans
 Laura Suffield

History	Connections	Contributions	Transactions	Ticket History	Orders	Custom
General	Names	Contact Details	Plans	Relationships	Research	Attributes

Attributes Interests Constituencies

Attribute	Attribute Value	Created	Modified
Lings Primary School			
On Screen Watched	Loves Labours Won	Created: 08/06/2015 14:28:31 by NGoodge at RSC/ Modified: 08/06/2015 14:28:31 by NGoodge	
SD BME students (%)	33	Created: 22/10/2008 11:50:08 by dbo at RSCA5580 Modified: 10/07/2012 10:27:19 by dbo	
SD Boarders	N	Created: 23/05/2011 15:40:51 by cchester at RSCA Modified: 10/07/2012 10:27:19 by dbo	
SD Description	Primary School (4-11)	Created: 28/05/2013 11:34:57 by dbo at RSCA7240 Modified: 28/05/2013 11:34:57 by dbo	
SD Establishment Number	9282190	Created: 27/02/2013 09:54:18 by dbo at RSCA7240 Modified: 27/02/2013 09:54:18 by dbo	
SD FSM eligible (%)	26	Created: 22/10/2008 12:00:51 by dbo at RSCA5580 Modified: 10/07/2012 10:27:19 by dbo	
SD FSM taken (%)	18	Created: 22/10/2008 11:57:43 by dbo at RSCA5580 Modified: 10/07/2012 10:27:19 by dbo	

Using Attributes to record additional information from external sources

- We import government data on lots of school characteristics and record it as attributes to help with reporting and targeting, including
 - BAME statistics
 - Free School Meal Eligibility
 - State/Independent status
 - Age range of pupils

The data for England is available on the .gov.uk website – to find it Google ‘school pupils and their characteristics 2015’

Using Attributes to record additional information from external sources

Tessitura RSC LIVE - [Constituents - St Alban's Academy]

File GoTo Constituents Tools Window Help

St Alban's Academy
 #1226730

Level:
 Memb. Expiration:
 Total Giving (inc GA):

Next Visit:
 Last Visit: **30/07/2015**
 Total Tickets: **£240.00**
 On Account: **£0.00**

M: **NO**
 P: **NA**
 E: **NA**
 Last Ask: **27/02/2013**

User ID: **NGoodge**

St Alban's Academy
 - Mark Gregory
 - J Burnett
 - Susan Smith

History	Connections	Contributions	Transactions	Ticket History	Orders	Custom
General	Names	Contact Details	Plans	Relationships	Research	Attributes

Attributes
 Interests
 Constituencies

Attribute	Attribute Value	Created	Modified
St Alban's Academy			
LPN	LPN Hub 12	Created: 16/08/2013 13:43:36 by SDavies at RSCA: Modified: 16/08/2013 13:43:36 by SDavies	
On Screen Watched	Henry IV Part I	Created: 27/05/2015 11:51:23 by NGoodge at RSCA: Modified: 27/05/2015 11:51:23 by NGoodge	
QASBatchFlag	R51310002020:GBR	Created: 25/09/2007 05:10:56 by dbo at RSCUCDBI: Modified: 10/07/2012 10:27:19 by dbo	
SD BME students (%)	91	Created: 22/10/2008 11:50:19 by dbo at RSCA558C: Modified: 27/11/2012 00:36:02 by dbo	
SD Description	Secondary School (11-16)	Created: 28/05/2013 11:34:57 by dbo at RSCA724C: Modified: 18/07/2013 00:35:02 by dbo	
SD Establishment Number	3304611	Created: 27/02/2013 09:55:12 by dbo at RSCA724C: Modified: 27/02/2013 09:55:12 by dbo	
SD FSM eligible (%)	64	Created: 22/10/2008 12:01:05 by dbo at RSCA558C: Modified: 27/11/2012 00:36:02 by dbo	
SD FSM taken (%)	47	Created: 22/10/2008 11:57:54 by dbo at RSCA558C: Modified: 27/11/2012 00:36:02 by dbo	
SD Lower Age	11	Created: 28/05/2013 11:24:26 by dbo at RSCA724C: Modified: 18/07/2013 00:35:02 by dbo	
SD Number of Pupils	429	Created: 28/05/2013 11:25:15 by dbo at RSCA724C: Modified: 18/07/2013 00:35:02 by dbo	
SD Religious Character	Church of England	Created: 22/10/2008 11:31:10 by dbo at RSCA558C: Modified: 27/11/2012 00:36:02 by dbo	
SD SEN w stmt (%)	2	Created: 22/10/2008 11:55:10 by dbo at RSCA558C: Modified: 27/11/2012 00:36:02 by dbo	
SD SEN w/out stmt (%)	54	Created: 22/10/2008 11:52:30 by dbo at RSCA558C: Modified: 27/11/2012 00:36:02 by dbo	
SD Type	Academy Sponsor Led	Created: 27/02/2013 10:06:45 by dbo at RSCA724C: Modified: 18/07/2013 00:35:02 by dbo	
SD Upper Age	19	Created: 28/05/2013 11:23:40 by dbo at RSCA724C: Modified: 18/07/2013 00:35:02 by dbo	
Void Merge	No	Created: 22/10/2008 09:14:46 by dbo at RSCA558C: Modified: 27/11/2012 00:36:02 by dbo	
SD Local Authority	Birmingham	Created: 27/02/2013 10:04:32 by dbo at RSCA724C: Modified: 18/07/2013 00:35:02 by dbo	

Future plans – Bespoke Education Report

Royal Shakespeare Company		
School Overview		
Parameters		
List: NG Watched Broadcast		
High BME: 23		
High FSM: 18		
OnScreen Production(s): (None)		
Hide UK County Results?: No		
Demographics		
Total # Schools	23	
Description		
Primary	1	4.3%
Secondary	3	13.0%
Mixed	0	0.0%
Other	19	82.6%
Unknown	0	0.0%
Type		
Independent	3	13.0%
State	20	87.0%
Other	0	0.0%
Unknown	0	0.0%
BME		
BME % Average	22	
BME > 23%	5	21.7%

Currently developing an Education report which will allow us to look at the demographics of schools who work with us, even if they have no performance history

- Uses the attributes from the government data to give average BAME population and FSM eligibility, state/independent split and other useful metrics for schools within a list

Thank you.



Learning

Managing Participant Data in Tessitura

Emily Dawkes

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Nottingham Lakeside Arts

The University of Nottingham's unique public arts facility based in the family-friendly surroundings of Highfields Park.

Welcoming more than 200,000 people of all ages to a vibrant programme of performances, exhibitions, workshops and talks each year.



Since adding the Civic Trust Award Winning D.H. Lawrence Pavilion to our existing portfolio of the Djanogly Art Gallery and Djanogly Recital Hall in autumn 2001, Lakeside has rapidly established itself as a hugely successful new multi-arts centre in the East Midlands.

We offer easy access to a year-round programme of high quality, diverse exhibitions, music, theatre, dance, comedy and literature performances, as well as the chance to participate in out-of-school workshop activities for children and young people.

Our buzzing programme is complemented by two attractive Cafés and beautiful parkland, making a visit to Lakeside an enjoyable event for the entire family.

Top Facts about Lakeside:

- The Djanogly Recital Hall was recognised as one of the UK's Top Ten venues in Classical Music Magazine July 2012
- The Museum of Archaeology has twice won Museum of the Year in the Nottinghamshire Heritage Awards
- Wheee! International Children's Theatre and Dance Festival has attracted more than 100,000 children and families since it began in 2005
- Following a gallery expansion in 2011, the Djanogly Art Gallery's LOWRY exhibition attracted 46,800 visitors
- Lakeside's education programme engaged more than 30,000 children, young people and students in participatory experiences in the last 12 months



MCA
Accredited
Museum



ARTS COUNCIL
ENGLAND



Learning at Lakeside

We offer opportunities to acquire new skills or just have fun in a creative setting. We welcome all to take part and learn.

- During the academic year 2014/15 the department has delivered 1,243 workshops/participation events with 34,413 people taking part.



Lakeside and Tessitura

Lakeside have been using Tessitura since 2011.

Lakeside is part of a consortium with 3 other venues from Nottingham; Theatre Royal & Royal Concert Hall, Nottingham Playhouse and Dance4.

Ticketing Network East Midlands (TNEM) manages its ticketing & customer relationship management system from Tessitura Networks.

They are responsible for the technical and administrative support of the system.



SCHOOLS IN TESSITURA

Previously there were a number of Excel Documents – as a Consortium we looked at the best way of transacting to schools within Tessitura

What we decided;

- to make the school the Master Record
 - Link teachers to the main record through affiliations
 - Add more than 1 teacher
 - When a teacher leaves un-affiliate them with the school
-
- ◆ 3 out of the 4 members of the Consortium are using the Master Record to transact to
 - ◆ If there are any duplicates we raise a CSI to TNEM who merge the records

As a member of the Learning Team what's important to us and needs to be kept up to date;

- ✧ To have a contact name on the day for the group visit, if not the booker
- ✧ To have an up to date phone number
- ✧ To have an up to date email address
- ✧ The Name and Address of the school being correct

Recording Schools Workshops

CURRENTLY	FUTURE – WITHIN NEXT 12 MONTHS
<p>How's the workshop booked?</p> <p>Directly with the Learning Team – not using Tessitura</p>	<p>How's the workshop booked?</p> <p>Directly with Learning Team – Using Tessitura</p>
<p>How is the footfall recorded?</p> <p>The Artist leading the workshop informs the Learning Team. Recorded on the Master Excel document and on Tessitura – as an activity.</p>	<p>How is the footfall recorded?</p> <p>The Artist leading the workshop informs the Learning Team. Recorded on Tessitura – as an activity or an event.</p>

WORKSHOPS

All workshops booked are linked to parent/bookers constituent record

As a member of the Learning Team what's important to us and needs to be kept up to date;

- ✧ To have an up to date phone number
- ✧ To have an up to date email address
- ✧ To have the name of the participant of the workshop
- ✧ If a workshop for the young person to have the correct date of birth and age of the participant of the workshop

Wishes

- ❖ That we can have a constituent for the person who is the participant of the workshop – even if they are under the age of 18
- ❖ That young people are affiliated with their parents
- ❖ Look at ways of recording confidential and sensitive data
- ❖ Possible Fundraising Opportunities – through parents of bookers in the past

Recording Public Workshops

CURRENTLY	FUTURE – WITHIN NEXT 12 MONTHS
<p data-bbox="146 546 852 591">How is the footfall recorded?</p> <p data-bbox="146 668 890 891">For regular groups school registers are used. For individual workshops a list is created and members are ticked off.</p> <p data-bbox="146 911 890 1133">Figures are then inputted on to Excel. Over the last 6 months we have started inputting into Tessitura.</p>	<p data-bbox="973 546 1678 591">How is the footfall recorded?</p> <p data-bbox="973 668 1765 833">To look at other opportunities for not having registers. For all figures to be on Tessitura</p>

Wishes

- To look at other ways of registering people
- To have as much information centrally
- For all footfall, participants workshops on Tessitura
- To use plans within Learning – v12.5
- To use T-Stats to analyse data



Learning

Managing Participant Data in Tessitura

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NOTTINGHAM
**LAKE
SIDE
ARTS**

GLYNDEBOURNE

Education

Managing Participant Data in Tessitura

Joanna Wettern

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Glyndebourne

- Founded in 1934
- Festival opera from May to August
- Touring opera from October to December
- Adopted Tessitura in December 2005
 - First season 2006
 - Ticketing and Box office tool
 - Education converted in 2008



Glyndebourne Education

- Founded in 1986
- Ingredients to our work
 - Finding and Supporting Talent
 - Supporting Inclusion
 - Action Research
 - Instigating and Supporting Innovation
- Portfolio of projects including:
 - Glyndebourne Youth Opera
 - Raise Your Voice
 - Performance for Schools
 - Talks and Events





**“To reach out and inspire as many people’s lives
as possible through opera”**

Our Journey to Tessitura

- Education conversion in 2008 → increased use since 2011
 - Data protection, controlled group, protected accounts.
- Varied profile of participants:
 - Glyndebourne Youth Opera → **2000** accounts
 - Performance for Schools → **5000** accounts
 - Raise Your Voice
 - Speakers, freelancers, chaperones...
- Currently, Glyndebourne's Education Department holds a database of over **7600 accounts**





Glyndebourne Youth Opera



How do we do it?

Dissect a GYO account...

ID: 20064872 CSI: Y Level: User ID: jwettern
Name: Miss Jasmine Ai Higgs Memb. Exp: Batch No:
Const: GLY 15 Entered: 09/03/2012 On Account:
Cumulative giving: £37.50

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Name

ID	Prefix	First Name	Middle Name	Last Name	Suffix	Gender	Status	Sort Name
20064872	Miss	Jasmine	Ai	Higgs				Ai Higgs/Jasmine

Mailing Address

Salutation 1:
Salutation 2:
Business Title:
Optional: Glyndebourne Productions Ltd
Street: The Opera House, New Road, Ringmer
City/Country: Lewes East Sussex BN8 5UU RA
Country: United Kingdom Home Address HM
Dear: Ms Gen Sal

Phone

Type	Phone Number	Day/Eve	Telemarket
Phone 1	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Phone 2	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fax	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type	Phone Number	Day	Eve
Mobile	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other

Original Source: Education Constituent Type: Individual Mail Restriction: Customer Service Only
Email: (send) Last Activity Date: 21/10/2015 16:48:17 Phone Restriction: Ticket Calls Only
Status: Active E-Market Restriction: Customer Service Only

Created: 09/03/2012 10:46:11 by bmoore at EVA Modified: 08/10/2015 10:43:40 by kearl

Parents

Protected address

Protected address

ID: 20064872 CSI:Y Level: User ID: jwettern
 Name: Miss Jasmine Ai Higgs Memb. Exp: Batch No:
 15 Entered: 09/03/2012
 Const: GLY Cumulative giving: £37.50 On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Postal Addresses Phones Electronic Addresses Logins

Jasmine Higgs

★ Home Address HM	Default	Label	ALL MONTHS		Created: 09/03/2012 10:46:11 by bmoore at EVA
Glyndebourne Productions Ltd The Opera House, New Road, Ringmer Lewes East Sussex BN8 5UU United Kingdom					Modified: 09/03/2012 10:46:11 by bmoore
Home Address HM	Default	Label	TM ALL MONTHS		Created: 15/05/2012 12:47:19 by bmoore at EVA
					Modified: 07/10/2015 11:22:20 by kmccarth
Education, Invoice (Subs)					



Protected address



School

ID: 20064872 CSI:Y Level: User ID: jwettern
 Name: Miss Jasmine Ai Higgs Memb. Exp: Batch No:
 15 Entered: 09/03/2012
 Const: GLY Cumulative giving: £37.50 On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Assoc ID	Name	Context	Type	A1/A2	Title	Start Date	End Date
Jasmine Higgs							
Other							
20002994	School	Affiliation	Member				

ID: 20064872 CSI:Y Level: User ID: jwettern
 Name: Miss Jasmine Ai Higgs Memb. Exp: Batch No:
 15 Entered: 09/03/2012
 Const: GLY Cumulative giving: £37.50 On Account:

History	Connections	Contributions	Transactions	Ticket History	Orders
General	Names	Contact Details	Constituencies	Relationships	Research

Notes Philanthropy Assets Schools Research Documents Rankings

Note Type	Note	Created	Modified
Jasmine Higgs			
Medical / Medication	and hearing problems		Created: 18/10/2012 13:27:17 by bmoore at EVA Modified: 18/10/2012 13:27:17 by bmoore



Medical notes

ID: 20064872
 Name: Miss Jasmine Ai Higgs

CSI: Y

Level:
 Memb. Exp:
 15 Entered: 09/03/2012
 Cumulative giving: £37.50

User ID: jwettern
 Batch No:

Const: GLY

On Account:

History	Connections	Contributions	Transactions
General	Names	Contact Details	Constituencies

Attributes Interests

Attribute	Attribute Value		Created	Modified
Jasmine Higgs				
Birthdate_1	<input type="text" value=""/> /2000	✘	Created: 19/11/2012 10:32:59 by bmoore at EVA	Modified: 19/11/2012 10:32:59 by bmoore
E16- GYO2 Nothing	Chorus	✘	Created: 08/09/2015 16:55:39 by sbridger at PASQI	Modified: 08/09/2015 16:55:39 by sbridger
GYO Group	2	✘	Created: 07/06/2013 16:07:24 by sbridger at PASQI	Modified: 24/03/2014 16:25:51 by jwettern
GYO Status	Current	✘	Created: 19/11/2012 10:31:09 by bmoore at EVA	Modified: 25/06/2013 14:19:17 by jwettern
Photo Consent 2015	All Agreed	✘	Created: 12/06/2015 10:20:51 by hrudd at MADAME	Modified: 12/06/2015 10:20:51 by hrudd
Date joined GYO waiting list	15/03/2012	✘	Created: 19/11/2012 10:31:09 by bmoore at EVA	Modified: 19/11/2012 10:31:09 by bmoore
E- Youth Company	Successful	✘	Created: 09/03/2012 10:47:12 by bmoore at EVA	Modified: 17/07/2012 12:36:36 by dbo
E12- Singing Picnic	Successful	✘	Created: 25/06/2012 10:09:41 by bmoore at EVA	Modified: 17/07/2012 12:36:36 by dbo
E13- GYO Easter workshop	Successful	✘	Created: 10/04/2013 11:23:18 by rhurst at JAY	Modified: 10/04/2013 11:23:18 by rhurst
GYO Group (before Jun'13)	GYO 2	✘	Created: 19/11/2012 10:31:08 by bmoore at EVA	Modified: 19/11/2012 10:31:08 by bmoore
Photo Consent	All agreed	✘	Created: 20/06/2012 14:17:07 by bmoore at EVA	Modified: 17/07/2012 12:36:36 by dbo

ID: 20064872 CSI:Y
Name: Miss Jasmine Ai Higgs

Level:
Memb. Exp:
15 Entered: 09/03/2012
Cumulative giving: £37.50

User ID: jwettern
Batch No:

Const: GLY

On Account:

General	Names	Contact Details	Constituencies
History	Connections	Contributions	Transactions

EDU Participant EDU Staff WordFly Subscr EDU Ballot

Education events attended

Workshop / Performance	Location	Date	Workshop project manager	Created
GYO2 Nothing Audition Booked	Glydebourne	07/06/2015	Chris Stones	ksimner
GYO2 Dido & Aeneas	Glydebourne	20/01/2015	Chris Stones	jwettern
GYO2 MK Vocal Talent workshop	Glydebourne	27/05/2014	Chris Stones	jwettern
GYO2 Tycho 2014 Performance Project	Glydebourne	14/05/2014	Chris Stones	rhurst
GYO1 Autumn Workshop Fight Direction	Glydebourne	13/10/2013	Chris Stones	jwettern
GYO1 Britten Project audition	Glydebourne	01/08/2013	Chris Stones	jwettern
GYO1 Britten Project intensive week	Glydebourne	19/08/2013	Chris Stones	jwettern
GYO Easter Workshop	Eastbourne, Birle	11/04/2013	Freya Wynn-Jones	rhurst
SINGING PICNIC	Glydebourne	09/07/2012	Nancy Gillio-Terry	bmoore
GYC SHOWCASE	Eastbourne, Birle	18/07/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	17/07/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	10/07/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	03/07/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	26/06/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	19/06/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	13/06/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	29/05/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	22/05/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	08/05/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	15/05/2012	Nancy Gillio-Terry	bmoore
GYC	Glydebourne	13/03/2012	Nancy Gillio-Terry	bmoore
GYC	Glydebourne	20/03/2012	Nancy Gillio-Terry	bmoore
GYC	Eastbourne, Birle	27/03/2012	Nancy Gillio-Terry	bmoore
GYC	Glydebourne	28/02/2012	Nancy Gillio-Terry	bmoore

Workshop participation

Workshop attendance

Changes to come...

ID: 20054405	CSI: N	Level:	User ID: jwettern		
Name: Miss Kitty Casey		Memb. Exp:	Batch No:		
		14 Entered: 22/03/2011			
Const: GLY, GYO		Cumulative giving:	On Account:		
History	Connections	Contributions	Transactions		
General	Names	Contact Details	Constituencies		
Assoc ID	Name	Context	Type	A1/A2	Title
Kitty Casey					
Family					
20054416	Miss Gigi Casey	Association	Sibling		

Establishing relationships between siblings

ID: 20059505	CSI: N	Level:	User ID: jwettern			
Name: Miss Zoe Fry		Memb. Exp:	Batch No:			
		10 Entered: 15/07/2011				
Const: GYO		Cumulative giving:	On Account:			
History	Connections	Contributions	Transactions	Ticket History		
General	Names	Contact Details	Constituencies	Relationships		
<input type="radio"/> Notes	<input type="radio"/> Philanthropy	<input type="radio"/> Assets	<input checked="" type="radio"/> Schools	<input type="radio"/> Research	<input type="radio"/> Documents	<input type="radio"/> Rankings
School	Major	Degree	Start Year	End Year	Created	Modified
Zoe Fry						
Surrey, Frensham Heights		Year 5	2014			Modified: 28/04/2014 15:56:06 by jwettern

Moving schools information from Research tab to associations

Create Household accounts for all GYO accounts...

Performance for Schools



Schools accounts

ID: **10162331** CSI: N Level: User ID: **jwetterm**
 Name: **Priory School** Memb. Exp: Batch No:
 Entered: **22/01/1997**
 Const: **EDU** Cumulative giving: On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Name

ID	Name	Status	Sort Name
10162331	Priory School		Priory School

Affiliates: 2

Affiliate ID	Prefix	First Name	Middle Name	Last Name	Suffix	Gender	Affiliation Type
20086573	Mr	Tony		Smith		Male	Primary Contact
20130926	Ms	Melanie		James			Employee

Mailing Address

Salutation 1: Priory School
 Salutation 2: Ms Melanie James
 Optional:
 Street: Mountfield Road
 City/County: Lewes East Sussex BN7 2XN RA
 Country: United Kingdom Business Address BA
 Dear: Ms James Gen Sal

Phone

Type	Phone Number	Day/Eve	Telemarket
Phone 1	01273476231	Day	<input checked="" type="checkbox"/>
Phone 2			<input checked="" type="checkbox"/>
Fax			<input checked="" type="checkbox"/>
Type	Phone Number	Day/Eve	Telemarket
Mobile	- PFS		<input checked="" type="checkbox"/>

Other

Original Source: PVM Conversion Constituent Type: Group Mail Restriction: All Glyndebourne Mailings
 Email: melanie.james@priory.e-sussex.sch (send) Last Activity Date: 22/10/2015 10:19:06 Phone Restriction: (none)
 Status: Active E-Market Restriction: All Glyndebourne Emails

Created: 22/01/1997 00:00:00 by dbo at WORKS1 Modified: 10/10/2014 12:34:35 by abridges



ID: **10162331** CSI: **N** Level: User ID: **jwettern**
 Name: **Priory School** Memb. Exp: Batch No:
 Entered: **22/01/1997**
 Const: **EDU** Cumulative giving: On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Salutations Aliases Program Names

Priory School

★ Default Label	Priory School Ms Melanie James Headteacher Ms James		Created: 02/12/2005 15:55:06 by dbo at WORKS1 Modified: 07/09/2015 17:34:56 by jwettern
Edu- Headteacher Label	Priory School Mr Tony Smith Headteacher Mr Smith		Created: 10/07/2012 15:10:14 by bmoore at EVA Modified: 17/07/2012 12:35:36 by dbo
Edu- Perf for Schools contact Label	Priory School Mrs Melanie James Mrs James		Created: 20/06/2012 15:54:51 by elarcomb at BOXOFF5 Modified: 01/09/2015 12:24:47 by sbridger



ID: **10162331** CSI: **N** Level: User ID: **jwettern**
 Name: **Priory School** Memb. Exp: Batch No:
 Entered: **22/01/1997**
 Const: **EDU** Cumulative giving: On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Postal Addresses Phones Electronic Addresses Logins

Priory School

★ Primary Email Address	melanie.james@priory.e-sussex.sch.uk Edu- Perf for Schools contact Marketing HTML Education	(send)	Created: 15/06/2012 16:06:39 by snorris at BOXOFF13 Modified: 07/09/2015 17:34:16 by jwettern
Primary Email Address	info@priory.e-sussex.sch.uk Default Marketing HTML	(send)	Created: 06/07/2012 12:42:25 by bmoore at EVA Modified: 07/09/2015 17:34:16 by jwettern
Primary Email Address	chris.ient@priory.e-sussex.sch.uk Default Marketing HTML		Created: 16/11/2006 15:33:09 by scant at SHELLEY Modified: 17/10/2012 15:22:24 by dbo
Primary Email Address	melanie.skinner@priory.e-sussex.sch.uk Default Marketing HTML		Created: 05/07/2006 15:51:31 by bmably at WORKS8 Modified: 17/10/2012 15:22:24 by dbo

ID: **10162331** CSI: **N** Level: User ID: **jwettern**
 Name: **Priry School** Memb. Exp: Batch No:
 Entered: **22/01/1997**
 Const: **EDU** Cumulative giving: On Account:

History	Connections	Contributions	Transactions
General	Names	Contact Details	Constituencies

Ballot

Attributes Interests

Attribute	Attribute Value		Created	Modified
Priry School				
Bounce Back Email	Resolved	✘	Created: 25/09/2009 16:47:25 by aambrose at WOF Modified: 18/06/2010 11:13:16 by cbeer	
E15 - Performances for schools	Successful	✘	Created: 23/05/2015 13:43:45 by rpenrose at BOXC Modified: 29/06/2015 15:51:38 by kgower	
PFS Nearest Tour Venue	Glyndebourne	✘	Created: 12/03/2014 12:25:47 by jwettern at EVA Modified: 12/03/2014 12:25:47 by jwettern	
School Type	Secondary 11-16 No 6th form	✘	Created: 19/02/2007 12:30:46 by scant at ADELE Modified: 17/07/2012 12:36:36 by dbo	
E08- Performances for schools	Successful	✘	Created: 18/06/2010 17:14:59 by cbeer at SQUEAK Modified: 17/07/2012 12:36:36 by dbo	
E09- Performances for schools	Successful	✘	Created: 18/06/2010 12:32:21 by cbeer at SQUEAK Modified: 17/07/2012 12:36:36 by dbo	
E10- Performances for schools	Successful	✘	Created: 18/06/2010 11:12:31 by cbeer at WORKS: Modified: 26/06/2010 16:53:42 by elarcomb	
E11- Performances for schools	Successful	✘	Created: 27/06/2011 17:34:25 by elarcomb at BOXC Modified: 17/07/2012 12:36:36 by dbo	
E12- Performances for schools	Successful	✘	Created: 21/03/2012 10:15:42 by ehawkins at BOXC Modified: 15/06/2012 16:02:12 by snorris	
E13- Performances for schools	Successful	✘	Created: 05/06/2013 14:11:56 by kgower at BOXOF Modified: 21/06/2013 10:43:33 by jwettern	
E14 - Performances for schools	Successful	✘	Created: 06/06/2014 11:08:52 by qcooman at BOXC Modified: 23/06/2014 17:42:59 by kgower	
PVM Account Type	e	✘	Created: 02/12/2005 15:55:09 by dbo at WORKS1 Modified: 17/07/2012 12:36:36 by dbo	

ID: **20010000** CSI: **Y** Level: User ID: **jwettern**
 Name: **Brighton College Prep School** Memb. Exp: Batch No:
 Entered: **12/03/2007**
 Const: **EDU** Cumulative giving: On Account:

History	Connections	Contributions	Transactions
General	Names	Contact Details	Constituencies

Attributes Interests

Attribute	Attribute Value		Created	Modified
Brighton College Prep School				
E15 - Performances for schools	Regret	✘	Created: 08/05/2015 11:46:52 by koower at MASET Modified: 29/06/2015 15:55:49 by koower	
PFS Nearest Tour Venue	Glyndebourne	✘	Created: 10/06/2014 12:29:18 by dbo at GBSOL3 Modified: 11/06/2014 14:32:23 by dbo	
School Type	Prep Independent to 13	✘	Created: 12/03/2007 10:31:36 by mfarbai at KATIA Modified: 17/07/2012 12:36:36 by dbo	
E09- Performances for schools	Successful	✘	Created: 18/06/2010 12:40:28 by cbeer at SQUEAK Modified: 17/07/2012 12:36:36 by dbo	
E13- Performances for schools	Successful	✘	Created: 24/04/2013 12:21:56 by cwebb at BOXOFF Modified: 21/06/2013 10:36:57 by jwettern	
E14 - Performances for schools	Successful	✘	Created: 07/06/2014 11:08:49 by qcooman at BOXC Modified: 23/06/2014 17:34:33 by koower	

ID: **10162331** CSI: **N** Level: User ID: **jwettern**
 Name: **Priry School** Memb. Exp: Batch No:
 Entered: **22/01/1997**
 Const: **EDU** Cumulative giving: On Account:

Priry School
 Tony Smith
 Melanie James

General	Names	Contact Details	Constituencies	Relationships	Research	Attributes
History	Connections	Contributions	Transactions	Ticket History	Orders	Custom

EDU Participant EDU Staff WordFly Subscr EDU Ballot

Education ballot processing

Form received	Performance name	Perf date	No. tickets requested	No. tb allocated		Created by	Last updated by
23/05/2015	15- Don Pasquale	20/10/2015	49		rpenrose	23/05/2015 13:49:11	rpenrose
Age 11-16							
06/06/2014		16/10/2014	50	50	gcogman	06/06/2014 11:09:15	gcogman
Have been allocated 2nd Choice La finta giardiniera. Aged 11-16							
05/06/2013	2	26/11/2013	44	44	kgower	05/06/2013 14:12:2	kgower
11-6yrs							

Ticket History

ID: 10162331 Name: Priory School		CSI: N		Level: Memb. Exp: Entered: 22/01/1997		User ID: jwtetern Batch No:		On Account:		Priory School Tony Smith Melanie James	
Const: EDU		Cumulative giving:									
General		Names		Contact Details		Constituencies		Relationships		Research	
History		Connections		Contributions		Transactions		Ticket History		Orders	
Attributes		Custom									
<input checked="" type="radio"/> Transactions <input type="radio"/> Payments <input type="radio"/> Seat History <input type="radio"/> Credit Cards <input type="radio"/> Audit <input type="radio"/> Declarations <input type="radio"/> Gift Aid											
Date	Ref No.	Transaction No.	Transaction Type	Amount	Batch No.	Posting No.	Campaign	Appeal	Source Name		
Priory School											
27/07/2015 14:38	1111547	2553707	Ticket Purchase	£343.00	45774	6945	B15 - Performances for Schools	M15 - Tour Education events	B15 KG - Performances for		
27/06/2014 11:42	1008390	2275732	Ticket Purchase	£350.00	39774	6173	B14 - Performances for Schools	M14 - T14 Offers	B-GC Performances for Sc		
22/11/2013 13:50	947809	2106541	Ticket Purchase	£14.00	36468	5718	B13 - Education Events	M13 - Education Events	INTO THE HARBOUR, CA		
12/07/2013 11:29	903577	2011538	Ticket Change	£-7.00	34532	5441	B13 - Performances for Schools	M13 - T13 Education	Performances For Schools		
12/07/2013 11:29	903577	2011538	Ticket Change	£7.00	34532	5441	B13 - Performances for Schools	M13 - T13 Education	Performances For Schools		
08/07/2013 17:05	903577	2008339	Ticket Purchase	£308.00	34452	5433	B13 - Performances for Schools	M13 - T13 Education	Performances For Schools		
20/06/2012 15:56	803134	1757304	Ticket Purchase	£342.00	29187	4650	B12 - Performances for Schools	M12 - T12 Public Booking	M-CD TML 2012 EMAIL		
29/06/2011 14:54	701943	1503068	Ticket Purchase	£180.00	23969	3823	B11 - Performances for Schools	B11 - Tour Priority Booking	Supporters' Priority Bookin		
03/07/2010 16:40	614044	1245916	Ticket Purchase	£378.00	19332	3160	B10 - Performances for Schools	B10 - GOT Public Booking	T10 - GOT Public Booking		
03/07/2010 16:40	614044	1245916	Zero Adjustment	£.00	19332	3160	B10 - Performances for Schools	B10 - GOT Public Booking	T10 - GOT Public Booking		
29/07/2009 15:47	501257	981548	Ticket Purchase	£462.00	14877	2572	B09 - Performances for Schools	T09 - Performances for schools	School matinees		
11/09/2008 17:04	388446	759155	Ticket Purchase	£100.00	11210	2012	X08 - Workshops in Schools	B08 GOT General Booking	Tour General Booking		
11/09/2008 17:04	388446	759155	Ticket Purchase	£318.00	11210	2012	X08 - School Matinees	B08 GOT General Booking	Tour General Booking		
05/07/2007 11:38	294486	520585	Ticket Purchase	£18.00	6383	1200	X07 - Schools Matinees	X07-T07School Matinees	Schools matinees mailing		
18/05/2007 10:55	275325	489509	Ticket Purchase	£576.00	5743	1095	X07 - Schools Matinees	X07-T07School Matinees	Schools matinees mailing		
21/07/2006 12:37	208734	337284	Ticket Purchase	£174.00	2672	502	E06-Events	E06 School Matinees	Matinees		
19/07/2006 13:28	208734	335925	Ticket Purchase	£100.00	2646	497	E06-Events	E06 School Matinees	Matinees		
07/07/2006 16:06	208734	329438	Ticket Purchase	£120.00	2491	474	E06-Events	E06 School Matinees	Matinees		

Changes to come...

ID: 10162331		CSI: N		Level:		User ID: jwettern	
Name: Priory School				Memb. Exp:		Batch No:	
				Entered: 22/01/1997			
Const: EDU		Cumulative giving:				On Account:	
History		Connections		Contributions		Transactions	
General		Names		Contact Details		Constituencies	
						Relationships	
Assoc ID	Name	Context	Type	A1/A2	Title	Start Date	End Date
Priory School							
Employment							
20086573	Mr Tony Smith	Affiliate	Primary Contact				
20130926	Ms Melanie James	Affiliate	Employee				
Other							
20041580	Miss Maya Biddulph	Affiliate	Member				
20041919	Miss Ruby Edwards	Affiliate	Member				
20041576	Miss Niamh Minogue	Affiliate	Member				
20057405	Miss Louise Moseley	Affiliate	Member				
20127365	Miss Beatrice Uprichard	Affiliate	Member				

Moving teachers and PfS contacts from the Names tab to Affiliations

Schools Network...

ID: **20107530** CSI: **N** Level: User ID: **jwetterm**
 Name: **Maidstone Grammar School for Girls** Memb. Exp: Batch No:
 Entered: **11/05/2006**
 Const: **EDU** Cumulative giving: On Account:

History	Connections	Contributions	Transactions
General	Names	Contact Details	Constituencies

Attributes Interests

Attribute	Attribute Value		Created	Modified
Maidstone Grammar School for Girls				
E15 - Performances for schools	Successit!	✘	Created: 28/10/2015 15:33:11 by jwetterm at GERM	Modified: 28/10/2015 15:33:11 by jwetterm
PFS Nearest Tour Venue	Canterbury	✘	Created: 27/03/2014 11:47:29 by dbo at GBTS5	Modified: 27/03/2014 11:47:29 by dbo
School Type	Secondary 11-19 incl 6th form	✘	Created: 01/10/2013 17:23:54 by kqower at BOXOF	Modified: 01/10/2013 17:23:54 by kqower

Challenge: booking through another venue, no order or transaction reflected

ID: **20107530** CSI: **N** Level: User ID: **jwetterm**
 Name: **Maidstone Grammar School for Girls** Memb. Exp: Batch No:
 Entered: **11/05/2006**
 Const: **EDU** Cumulative giving: On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Assoc ID	Name	Context	Type	A1/A2	Title	Start Date	End Date
Maidstone Grammar School for Girls							
Employment							
20109526	Mr R Chapman	Affiliate	Primary Contact				
20091009	Mrs Mary Smith	Affiliate	Primary Contact				



Raise Your
Voice



Search Mode Single Line Basic Advanced Attribute

Include Individuals Households Organizations Include Potential Duplicates

Search Term Last Name: oldfield*, First Name: anita*, Full Name: anita oldfield*

-	Name	Const ID	Street Address	Postal Code	City	Locale	Street2
	Mrs Anita Oldfield	20122988			Lewes	East Sussex	
	Peter and Anita Oldfield Household	20122986			Lewes	East Sussex	

Household accounts

ID: 20122988 CSI: N Level: User ID: **jwettern**
 Name: Mrs Anita Oldfield Memb. Exp: Batch No:
 Entered: 22/01/2015
 Const: Cumulative giving: On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Salutations Aliases Program Names

Anita Oldfield

★ Default Label Mrs Anita Oldfield Created: 22/01/2015 16:03:48 by ksimmer at JAY
 Modified: 22/01/2015 16:03:48 by tessApi

Mrs Oldfield

Peter and Anita Oldfield Household

★ Default Label Mr and Mrs Peter Oldfield Created: 22/01/2015 16:03:47 by ksimmer at JAY
 Modified: 22/01/2015 16:03:47 by tessApi

Mr and Mrs Oldfield

ID: 20122988 CSI: N Level: User ID: **jwettern**
 Name: Mrs Anita Oldfield Memb. Exp: Batch No:
 Entered: 22/01/2015
 Const: Cumulative giving: On Account:

History	Connections	Contributions	Transactions	Ticket History
General	Names	Contact Details	Constituencies	Relationships

Assoc ID	Name	Context	Type	A1/A2	Title	Start Date	End Date
Anita Oldfield							
Household							
★ 20122986	Peter and Anita Oldfield Household	Affiliation	Family Member	A2			
Peter and Anita Oldfield Household							
Household							
★ 20122987	Mr Peter Oldfield	Affiliate	Family Member	A1			

Overall Challenges:...

- GYO duplicate accounts once they are over 16

Search Mode
 Single Line Basic Advanced Attribute

Include
 Individuals Households Organizations Include Potential Duplicates

Search Term Last Name: casey*, First Name: kitty*, Full Name: kitty casey*
kitty casey

-	Name	Const ID	Street Address	Postal Code	City	Locale	Street2
	Miss Kitty Casey	20054405	The Opera House, New Rc	BN8 5JU	Lewes	East Sussex	Glyndebourne Education
	Miss Kitty Casey	20126034	83 Warren Road	bn14	Worthing	West Sussex	Norfolk Lodge

- Issue with payment for GYO (currently not able to do it online) → due to data protection settings and not having households...
- Maintenance of schools accounts and teacher movements between schools...

What we've learnt so far...

- Think about what information you want to pull before entering the data.
- Balance of efforts needed in the upkeep of accounts
 - Custom tab / attributes
- Training imperative!
 - The more we understand the better!
 - The more people understand it the better!



...Jo's ideal world...

GLYNDEBOURNE

Log In

Register

Basket

Search...



Tickets & what's on

Your visit

About us

Discover

Support us

Education

Shop

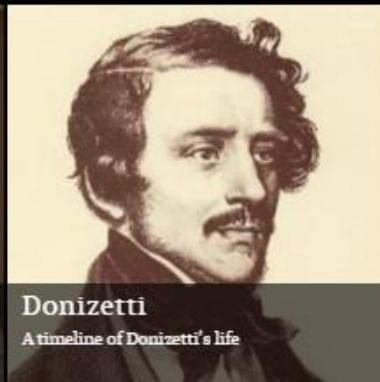
Home › Education › Current projects › Schools › Digital Resources › Repertoire › Don Pasquale: the guide

Don Pasquale: the guide



Bel canto

Read about the bel canto tradition



Donizetti

A timeline of Donizetti's life



19th-century Italy

Find out about the social context



Don Pasquale, the opera

Discover the characters and the plot



Don Pasquale, the production

Behind the scenes at Glyndebourne



Teacher resources

Educational resource toolkit



Review

Tell us what you think

Education online presence and more integration of processes.

Thank you!

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

QUESTIONS?

- Please tell us who you are and where you are from

Jessitura



**EUROPEAN
CONFERENCE 2015**

**5 & 6 NOVEMBER
NOTTINGHAM**

WHAT'S NEXT?

🕒 BREAK 10.30AM – 11AM

You will find refreshments in or near all of the conference rooms. We suggest you make your way to your next session location and find a drink when you get there.

🕒 NEXT SESSION : 11AM – 12 NOON

KEYNOTE ADDRESS in the Auditorium at the Royal Concert Hall