

# Consortium Leadership March 20 2024

## Date and Time:

20 March 2024  
15:18 - 15:53 (UTC+00:00)

## Attendees:

Beth Dietzler  
Lauren G  
Laura House (she/her) Kansas City

## Meeting Overview:

Consortium Leadership Community Meeting: TOPIC How do you define and support a "power user" in your Consortium?

## Meeting Objectives:

## Meeting History:

### Item 1:Welcome & Greeting

#### Actions:

#### Notes:

**Beth Dietzler**  
**Lauren G**  
Hi!

**Henry Kelly**  
Yes!

### Item 2:How do YOU define a power user?

#### Actions:

**Laura House (she/her) Kansas City**  
Take them to coffee and let them vent

#### Notes:

**Katie Lachance**  
hello world

#### **Katie Hathaway**

We actually moved away from the "power user" terminology several years ago and switched to tiers of access. Our Back Of House Tier 2 is the user group category that is probably most similar to a "power user".

**Carol Keeney**

Each of our organizations nominate one person to be their power user. Usually, it's the person who's most active in Tessitura.

**Katie Hathaway**

We also allow our organizations to tell us who their power users are for certain communications, etc.

**Beth Dietzler**

Users who are highly skilled in their department. They ask good in depth questions.

**Lauren G**

Consortium member users who show an interest in learning Tessitura and take to it easily. Folks who want to know strategy/why, rather than just "how."

**Katie Lachance**

I would say a power user is a user at a consortium organization who is highly skilled in Tess. They would have our highest level of member access.

**Laura House (she/her) Kansas City**

Experienced Tessitura user in the consortium who answers basic questions for and trains new staff members at their individual organization and knows when to ask IT/DBA a question

**Henry Kelly**

Each of our consortium members has at least one person that is an analyst, looks after analytics etc.

**Katie Lachance**

Each of our orgs have to name one power user and we save that in Tessitura and then contact that person as a point person at times.

**Laura House (she/her) Kansas City**

Power users are often the ones who find defects

**Laura House (she/her) Kansas City**

Love the idea of a team having a designated Analyst

**Laura House (she/her) Kansas City**

It makes sense that the power users are also on the

**Laura House (she/her) Kansas City**

operations committee

**Laura House (she/her) Kansas City**

Kansas City consortium has the power users on the consortium Data Standards committee

**Item 3:How many power users are in your consortium?**

**Actions:**

**Notes:**

**Laura House (she/her) Kansas City**

do some organizations use TN Extended services for their power user?

**Carol Keeney**

One per organization

**Katie Lachance**  
one per org

**Katie Hathaway**  
We currently have 21 across our 8 organizations

**Laura House (she/her) Kansas City**  
two per org one in ticketing side and one in development

**Lauren G**  
4-5? Some orgs are small (1-2 staff total) and don't have a power user on staff.

**Henry Kelly**  
6 across 4 orgs

## Item 4: What department do your power users come from?

### Actions:

### Notes:

**Beth Dietzler**  
Ticketing and Marketing

**Lauren G**  
Admin and Patron Services

**Katie Hathaway**  
We actually have a good mix of Development and Ticketing staff

**Katie Lachance**  
all over the place but mainly ticketing & marketing

**Carol Keeney**  
It varies. There are some marketing people. Our key ones probably have a marketing title but serve to help development, ticketing, and other needs

**Henry Kelly**  
Box Office/Front of House, Marketing

**Katie Lachance**  
oh and exec for really small staff

**Laura House (she/her) Kansas City**  
Marketing, ticketing and Yes--Development--that one person who enters the gifts, sends the acknowledgements, stuffs the envelopes, helps with Donate2 and events,...they get burned out, though

**Laura House (she/her) Kansas City**  
at each organization

## Item 5:How frequently do you meet them them?

### Actions:

### Notes:

#### Katie Lachance

never formally, but many of them are also our Operations Committee reps, so we see them once a month

#### Henry Kelly

Everybody as a group once-a-month. Some I meet with individually once-a-week

#### Lauren G

We have a Tessitura Consortium meeting every other month(ish), but all consortium users are invited, not just power users. Mostly power users attend though.

#### Carol Keeney

We are scheduled to meet monthly (after the monthly Advisory Council meeting), but if we don't need them to make decisions, an update email can suffice

#### Laura House (she/her) Kansas City

Weekly onsite visits and Monthly consortium meetings, plus, post Covid, lots of on demand screen shares

#### Carol Keeney

I do meet individually with each group weekly

#### Katie Hathaway

We don't have a formal schedule for power users, but they're all invited to our Tulsa community meetings

## Item 6:What do you do to support power users?

### Actions:

### Notes:

#### Katie Lachance

Nothing? We offer them the same support as all end users :) (but it's good support!)

#### Carol Keeney

I make my time available (weekly meetings with all) and I act as a central clearing house on information related to Tessitura updates, standard changes, etc.

#### Lauren G

Provide extra resources. We've recently been thinking about sponsoring TCPD course fees for some of them, especially newer staffers with Power User potential.

#### Beth Dietzler

We offer opportunities to be support associates. We hire a few every couple of years

#### Katie Hathaway

We hold trainings for our orgs. We have our helpdesk available for requests.

#### Henry Kelly

Spec needs out, engage with their helpdesk tickets, get them more involved with tessituranetwork

**Laura House (she/her) Kansas City**

Lunch and learn training, monthly consortium analytics coffee, recognition in person and in group Teams chats, walking together to coffee

**Laura House (she/her) Kansas City**

We also engage with their help tickets

**Laura House (she/her) Kansas City**

scholarships for TLCC

**Laura House (she/her) Kansas City**

Kansas City does two per consortium organization, plus both DBAs

## **Item 7:House Keeping/Reminders**

TLCC Scholarships! **All applications and letters of recommendation must be received by April 17, 2024.**

TLCC Call for Presenters! **Session proposals are due by Wednesday, 10 April.** [Learn more and submit your ideas.](#)

Our next meeting date is **April 17th**. We plan to do mini presentations. Please submit ideas to the community chairs Beth, Laura, and Lauren via email by **April 10th**

### **Actions:**

### **Notes:**