

London & South East User Group Meeting Thursday 28th July 2011 Minutes



Attendees	
Pauline Raymond	Tonbridge (Host)
Alison O'Doherty	Tonbridge
Mike Carruthers	Fusion
Caroline Thear	Leisure Connection
Jack Robertson	Mytime Active
Jacob Groves	Sencio
Clive Roberts	University of Kent
Kate Buchan	University of Kent
Sadie Appleby	University of Kent
Chris Percy	London Borough of Richmond
Andrew Marshall	Gladstone
Claire Pampe	Gladstone
Tom Vian	Gladstone
William Rowsell	Gladstone
Steve Page	Gladstone
Leon Houseman	Gladstone

No.	Agenda point	Discussion	Conclusion/Action
1	What is Learn2 - Tonbridge	<ul style="list-style-type: none"> Andrew Marshall explained what the Learn2 module will be like, and confirmed there would be a version at LIW 	<ul style="list-style-type: none"> No actions
2	Subscription purchases in Connect - Leisure Connection	<ul style="list-style-type: none"> Asked who was currently using this, Fusion & Mytime were 	<ul style="list-style-type: none"> No actions
3	Who is using book and pay online - Mytime Active	<ul style="list-style-type: none"> Fusion are using this at the moment, most are using everything but it's down to a site by sit basis 	<ul style="list-style-type: none"> No actions
4	Support - Tonbridge	<ul style="list-style-type: none"> Asked what was the groups view on support at the moment Support varies depending on who you get through to Communication can be poor at times because of lack of updates Claire Pampe from Gladstone explained that when the new online support portal goes live this will help with communication The good points about support that were raised were having a trainer on the support desk 	<ul style="list-style-type: none"> No actions
5	Kiosks - University of Kent	<ul style="list-style-type: none"> Who has Kiosks and do you have any issues? Mytime Active have Kiosks and really like 	<ul style="list-style-type: none"> No actions

		<p>them as do the customers</p> <ul style="list-style-type: none">• It was suggested to let the customers play with them first and then configure them to your customers needs	
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