

Scottish User Group Meeting – Heriot Watt University

Attendees – James Allenby (Dancebase), Linda Scott-Robinson (South Lanarkshire), Mary Scanlan (South Lanarkshire), Mark Chambers (West Lothian), Eleanor Cunningham (Active Stirling), Ian Hutchison (Active Stirling), Heather Thornton (West Dunbartonshire), Anne Glynn (East Lothian), Joyce Russell (East Lothian), Colin Glencorse (KA Leisure), Kathleen Milligan (KA Leisure), Stuart McAlpine (KA Leisure), Gary Orr (West Lothian), Helen Walker (sportsotland), Stephen Sinclair (sportsotland), Janette Maison (Heriot Watt University), Scott Mackenzie (Edinburgh Leisure), Liz Waller (East Renfrewshire), Sandy Stirton (East Renfrewshire), Anne Laird (Aberdeenshire), Scott Simpson (East Renfrewshire), Jeff Cooper (South Lanarkshire), Brenda Torry (Enjoy Leisure), Tina Harkess (Enjoy Leisure), John Wislon (Aberdeenshire).

Gladstone Reps – Georgia Dowdeswell, Joanne Barton, Shona MacKay, Claire Pampe, and Tom Vian

Chair – Catriona McAllister, Head of Sport and Exercise, Heriot Watt University

Minutes – Scott Mackenzie, Edinburgh Leisure

Welcome

Catriona welcomed the attendees and provided some background on Heriot Watt University. HWU has recently been recognised as the University of the Year and has a combined on/off campus student population of around 10.5k. Catriona has had a working relationship with Gladstone that goes back to 1998 and she reflected on the challenges of cross sector leisure provision. HWU have recently launched Connect for online bookings and Catriona described herself as an extensive Tableau user

Minutes of Last Meeting

Georgia commented on version compatibility with Plus 2 ver. 10.20 being approved for use with Windows 7. The group accepted that the minute was an accurate reflection of the previous meeting.

Gladstone Introductions

Georgia introduced Joanne Barton, Shona MacKay, Claire Pampe, and Tom Vian. Tom advised the group that his role was Product design Analyst and he invited members of the group to take part in a focus group session at the end of the meeting.

Learn2 Demo

Background – Gladstone bought the software company Cap2 which developed a swimming course management product. The former Cap2 team are now embedded at Wallingford and the product is now in its first phase with Plus2. The product is integrated and links to members and subscriptions tables.

The Learn2 product runs via a web browser and offers a home portal for parents or students to monitor their progress. During activity the administration of the classes is managed via a hand held unit (ipod touch) which connects to the network via Wi-Fi (only). The core functionality was explained (the current build still has the original payment process) and in response to questions from the group the following points were noted

- There is nothing specifically in the product that would prevent parents pushing their child onto the “next” level. (Staff interaction/monitoring could prevent abuse)
- There is no integration with Connect at this point
- If operating in a course environment (as opposed to continuous assessment) all individuals can be rolled over to next term with ease.
- The instructor sets the flag that a learner is ready to move to the next level. So, no automatic progression.
- Access levels are taken from the Plus 2 security settings
- Projected one day install/config and two days training
- You can use Tableau to report on Learn2
- Classes must be set up in Learn 2 (no option to migrate from Plus 2)
- There is no other “Sync” method at this point other than Wi-Fi. (Challenging for operators who are not able to run wireless networks at their facilities)
- An unpaid usage subscription would result in the customer being unable to book into classes
- Costs ?- Two models available 1) Outright purchase £3k plus £1k p.a. maintenance
2) Lease £1k p.a. per site, per year (includes support)

Tableau Session

Joanne Barton provided an overview of Tableau and then produced a number of reports to demonstrate the relative ease of use of the product. Joanne showed how Tableau can pull data from multiple sources, so performance (from Plus2) can be reported on alongside targets (from Excel).

In response to questions from the group, Joanne advised that she is developing a “portfolio” of reports which she is happy to share. Any Tableau workbook can be easily transferred and then connected to the local data.

Georgia suggested that Tableau users could network to share what does and doesn't work for them. She also referred to the discussion board on the Gladstone Website as a potential resource to facilitate the user networking process. Tableau also have an extensive training resource which can be accessed via their website.

Catriona McAllister suggested a user “sub forum” for Scottish User Members where Tableau Users could share developments and workbooks as well as get a better understanding of

their own data. The group agreed that this would be of benefit. Joanne/Gladstone to facilitate this development.

Georgia Announcement

Georgia advised forum members that she would be moving to a new role (Product Design Team Co-ordinator) within Gladstone. Recruitment of her replacement would commence very soon and the suggested hand over would be towards the end of this year.

User Agenda Items

1 Apostrophe in email issue

Plus2 does not allow the use of SQL code (apostrophes, ampersands etc) to be held in data fields e.g. email address. Plus2 substitutes the apostrophe with "" instead. This creates an invalid email address and the "" must be converted back to an apostrophe. In mail merges this can simply be done by searching for any "" characters and replacing with an apostrophe.

2 Using Plus 2 in remote locations with no direct connectivity

Tom Vian advised that "Pocket" has some basic functionality. Another options suggested was utilising RAS coupled with a suitable broadband link. 3G mobile broadband could also be used however the robustness of the coverage could limit its usefulness.

3 Any plans to integrate or link to legacy Local Authority Software

Web services library – Gladstone's web services (APIs) provides a library of small chunks of code/logic that can be utilised to create links between Plus2 and other databases such as Talis libraries, card management systems or student databases. Heriot Watt Student Database raised as an example of where this has worked: student detail is populated into Plus2 and then updated in real time if there are any address/contact detail changes.

4 Any thought of adding to the "Basket" concept of "Leisure Card and Council Tax and etc"

Yes this could be done potentially using API's although the process is complex. East Renfrewshire and Gladstone researched a similar process by using Token logins.

5 What is the Development Plan for Kiosk/ Kiosk Issues

The new release is 2.7.1.21 which brings improvements to timebands and payment security. Users in the group reported that transactions were being lost in a "pay" kiosk and Georgia

advised that this issue was limited to where YesPAY were the payment providers. (Currently being corrected).

Users advised that there were also issues with different results when searching for classes in Connect when compared to Kiosk. This requires further investigation by Gladstone to assess whether this is configuration or software related.

6 Civica chip and PIN Update

Civica have announced the “end of life” for version 9 of their software as it no longer meets required PCI compliance standards.

Gladstone await the next version (v10) which is currently in QA at Civica. Gladstone cannot commence any development on chip and PIN provision until v10 is made available by Civica.

Gladstone Management Console

Georgia demo'ed version 1.1.0.34. Key benefits include the rewritten DD Run process with one larger client reporting a 50% run time improvement. DB archiving and Tax/Price changes can also be managed via the console.

Functions are performed on a “copy” database and as the RDL spans all databases, reports can interpret all operational data. Access to the management console is controlled with standard Plus 2 access levels

In response to questions:

- Automated handling of DD rejections is not included

Claire Pampe – Service Desk/Customer Service

Claire hoped to have the service desk portal live by mid November and advised the group that customers with Software Issues would be updated within 24 hours (Hardware issues 48 hours).

CMcA commented that she was experiencing a better consistency of response following input by Shona to the support team.

Comments from the floor included

- “If support find bugs, it would save us (users) time if you regularly communicated the bug list to us”
- “Release notes do not include all bug fixes”
- “Clarity on the bug and its effect and how it should behave post fix would help our understanding”
- “minor calls are being dealt with quickly but more complex issues can be 2 or 3 weeks without any update in that time”
- “It would help if we had access to levels outside system configuration – to change print settings for example”

Georgia reminded the group of the forum section on the Gladstone website and the potential use as an “issues and best practice” discussion area.

The meeting was closed with thanks to Catriona and the team at Heriot Watt.