Registrars
Report to Representatives Committee 2019

SUMMARY

The Co-Registrars have completed a process of reviewing the results from the 2018 Annual Session registration process, including issues reported with usability, confusion over some elements and problems with the system design and backend operations that impacted the registrars. Our principal goals for 2019 are to resolve the issues identified in 2018 and to streamline some elements of the registration process.

2019 Registration Changes:

- In consultation with Arrangements, the eight detailed questions related to ridesharing will be consolidated to a couple that determine ridesharing plans, interest in carpooling and eligibility for the ridesharing travel assistance cost offset (assuming this element is retained). Arrangements will be provided this information to follow-up and gather the details and coordinate ridesharing based on the responses of people who have registered and expressed interest in carpooling. This will simplify a complex portion of the registration form that can be handled more effectively following the registration process. Additionally, travel plans are likely to be solidified closer to Annual Session time versus at the time of registration.
- The 2nd question on volunteering asking the registrant to "describe" things for which they are willing to volunteer will be eliminated in favor of a follow-up communication to everyone who checked "yes" to being a volunteer. This can provide the details on activities and efforts that need volunteers, during what times and so on. This is likely to be more effective as a targeted communication to volunteers versus relying what gets entered in the registration form, especially for new attenders.
- A new question is added along the lines of "Do you have medical training, and may we contact you about potentially volunteering to be on-call for minor emergencies and incidents during part of Annual Session?". Those answering "yes" will then be contacted with the details.
- The registration system database has become relatively complex and will undergo some redesign to resolve issues affecting registration operations.
- Changes to comply with the European GDPR (General Data Protection Regulation) will be made (as a de facto standard for data privacy).
- The plan calls for more extensive testing prior to the official launch of registration by more participants than last year.
- Messages have gone out to the committees directly involved in the registration process communicating the principal changes planned. Feedback has been substantive and helpful, and the technical requirements are now being finalized. The scope of changes this year is expected to be well within our budget for the associated technical work, and we are targeting the system being available at least two months before Annual Session.

The Registrars are Joe Magruder, Berkeley, and Lawrence Alderson, Orange County