

Direct Support Organizations (DSO) Technology Committee

Meeting Minutes

Monday, May 4, 2026 | 6:00pm – 7:00 pm EST | Location: Virtual (Zoom)

Call to Order

The meeting of the DSO Technology Committee was called to order at approximately 6:05 PM. The meeting was publicly noticed and conducted in accordance with Florida Sunshine Law requirements.

Leadership

Consulting Partner / PMO Lead/Neutral Facilitator: Chekesha Kidd

VP for University Advancement & Executive Director, FAMU Foundation/Chair: Dr. Brandi Tatum-Fedrick

Attendance Summary

Committee members, university representatives, DSO stakeholders, and invited participants were present, including representatives from the Foundation, National Alumni Association (NAA), Athletics/Boosters, and technology leadership.

A quorum was not formally established as this meeting was informational and organizational in nature.

Discussion Items

A. Technology Modernization Project Update

The committee continued discussion on the DSO technology modernization initiative, with a focus on:

- Validating user experience and platform capabilities
- Aligning on functional requirements for AlmaBase
- Establishing a framework for measuring success and avoiding implementation gaps

B. Platform Scope and Structure

The proposed system framework includes:

- AlmaBase platform integrated with Blackbaud
- Focus areas:
 - Athletics-specific giving (Champions Fund)
 - Membership engagement and booster experience
- The following were confirmed as out of scope:
 - NIL-related activities (compliance-driven separation)
 - Corporate partnerships and sponsorship execution (handled externally)

A tiered membership structure was discussed as a working model, pending further refinement.

C. Member Experience & Journey Mapping

The committee reviewed two primary user pathways:

- New Member Experience
 - Entry via marketing, events, or outreach
 - Tier selection and benefit comparison
 - Integrated enrollment and donation process
 - Automated onboarding and engagement
- Existing Member Migration
 - Automatic migration into new platform
 - No re-enrollment required
 - Preservation of legacy benefits
 - Retention target established (minimum 75%)

Discussion emphasized a streamlined, low-friction user experience.

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D. System Functionality & Requirements

Key considerations included:

- Single Sign-On (SSO) capability for unified access
- Auto-renewal membership options with clear communication protocols
- Data migration planning, including legacy system integration
- Role-based access controls for data governance
- Integrated communications and automation workflows

E. Engagement & Game Day Experience

The committee discussed opportunities to enhance engagement through:

- Membership-linked benefits (parking, events, tailgating)
- Digital credentials and check-in functionality
- Integration considerations with existing ticketing systems
- Flexibility for both digital and manual user experiences

F. Data Governance & Integration

Discussion confirmed:

- Use of a shared database with role-based access controls
- Logical separation of data between entities
- Integration between AlmaBase and Blackbaud systems
- Compliance with data privacy and consent standards

G. Committee Feedback & Key Themes

Members emphasized:

- Need for a live vendor demonstration (AlmaBase)
- Importance of change management and user adoption, particularly for less tech-savvy users
- Clarification of baseline metrics prior to setting targets
- Consideration of enhanced features such as:
 - Referral incentives
 - Customer onboarding support
 - Ticket transfer and event management capabilities

Actions and Next Steps

- Provide access to AlmaBase demo recording
- Schedule live vendor demonstration for next meeting
- Collect and submit committee questions in advance
- Re-distribute meeting materials and prior documentation
- Continue development of:
 - Membership structure
 - Migration strategy
 - User experience workflows

Adjournment

The meeting adjourned at approximately 7:06 pm EST.