COUNCIL MEETING SUMMARY

Date: June 16, 2025
Chair: Jeff Schneider, College of the Ozarks

Attendees:	MOREnet Staff present:	Alternates present:
Jeff Schneider, Chair	Natasha Angell	Terry Blauvelt (Caruthers)
Tony Arbisi	Lynn Burgan	
Doug Austin	Sherry Loyd	
Carrie Cline	Dawn Thurnau	
Camden Daily		
Samantha Dickey		
Megan Gretzinger		
Sue Lightfoot-Horine		
Christa Van Herreweghe		
Andy White		

Introductions and Roll Call

Megan Gretzinger was welcomed by Chair Schneider as a new Council member.

Budget & Financial Reports

FY26 Original Budget:

Total projected revenue over expenses: $544,000.

Notable items:

No revenue transfer needed for the third and final year of the UM vacation payout program.

Operating expense increases include AI initiatives and a new 35th anniversary video.

Savings from not moving offices, which the team is very excited about.

FY26 Plant Fund:

Projected ending balance: $13.2 million.

Purchases: $140,000 for an Ed-Fi data interoperability project.

Result: No plant fund transfer needed as balance exceeds requirements.

Council Approvals and Endorsements

Agenda and previous meeting minutes approved.

FY26 Original Budget endorsed.

No FY26 Plant Fund transfer approved.

Member Satisfaction Survey Highlights

95% overall satisfaction.

90% felt the service offered good value for money.

Top Positives: Competency, responsiveness, and accessibility of staff.

Negatives included:

Limited awareness of service offerings beyond Internet connectivity.

Isolated support issues.

Eduroam Pilot Program

MOREnet joins 2025 eduroam support organization cohort.

Aimed at public libraries and K-12 schools.

Allows seamless, secure Wi-Fi authentication access across institutions.

5-site pilot runs May–December 2025; full rollout in January.

Regional Computing Grant (NSF) and CIMUSE Initiative

Expansion of HPC (High Performance Computing) access through a collaborative grant.

Next planning meeting: July 31. Invitation is open to all interested parties. See MOREnet website for details.

Member Around the Table Updates

Public Libraries: Initiatives in food insecurity support, staff retirements, and tech upgrades.

K–12s and Higher Eds: Network overhauls, AI adoption, HPC integrations, and budget constraints.

DESE & State Library: Funding updates, staffing changes, and data architecture rebuilds.

AGENDA ITEM
FY25 Year-End Membership and Services Update

DESCRIPTION
MOREnet strives to provide relevant, quality services to its members. In addition, we continue to offer varying service level options when it comes to our technical solutions. As in prior years, we continue to find fluctuation in our service adoption totals as members adjust their subscriptions to meet current needs. Below is a summary of service subscriptions by member group.

Service Subscriptions
The majority of members continue to maintain a Membership Service Package (MSP). As of June 30, 2025, 97% of our overall members continue to subscribe to a MSP.

For the same period, 62% of our members continue to subscribe to both a MSP *and* Connectivity.

Members with Membership Service Package AND Connectivity

Government	Health Care	Nonprofit	Libraries	K-12 Schools	Higher Education	Total
3	1	1	101	298	31	435

As of June 30, 35% of our total members continue with only a MSP (no connectivity).

Government	Health Care	Nonprofit	Libraries	K-12 Schools	Higher Education	Total
2	1	11	33	173	27	247

Members with Only a Membership Service Package

Only 1% of our members selected Connectivity only services.

Government	Health Care	Nonprofit	Libraries	K-12 Schools	Higher Education	Total
2	2	0	0	3	0	7

Members with Only Connectivity from MOREnet

And 2% of our members selected other services with no MSP or Connectivity.

Government	Health Care	Nonprofit	Libraries	K-12 Schools	Higher Education	Total
5	0	5	1	4	0	15

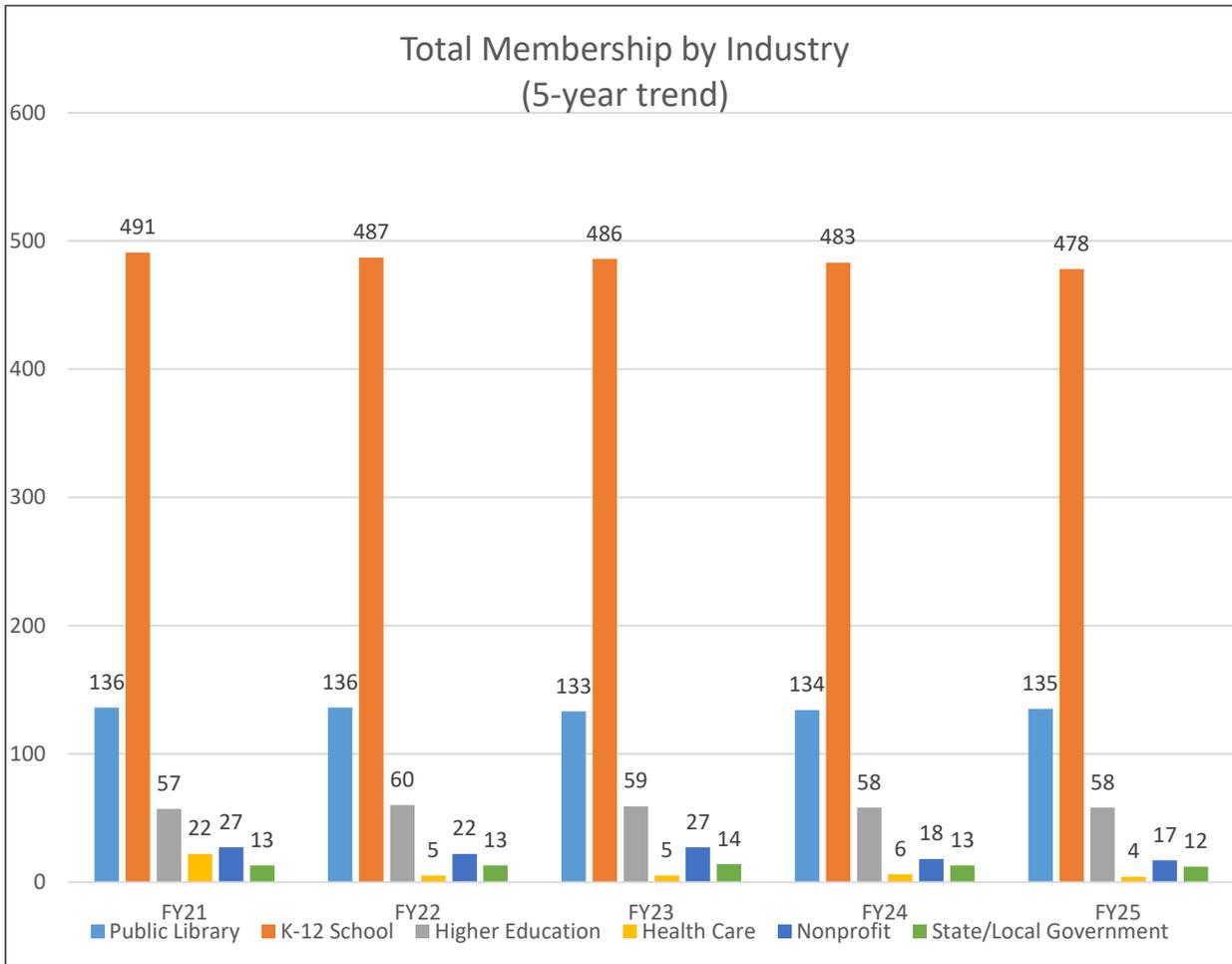**Members with Other Services and no Connectivity or MSP**

Membership
During fiscal year 2025, the MOREnet consortium welcomed 5 new members:

- Webb City Public Library
- Newburg Public Library
- City Academy

- Fr McCartan Memorial School
- Rock Port R-II

During fiscal year 2025, MOREnet's total membership decreased by 14 as members cancelled all current services. Three members left due to the discontinuation of our Zoom offering. The following 14 members were removed from the membership count in 2025:

- City of Knob Noster

- Capital Region Medical Center (now under MU Health Care)

- University of Missouri - Missouri Telehealth Network
- Missouri Botanical Garden
- Thornfield R-I
- Laredo R-VII
- Plainview R-VIII
- St. Patrick School

- Crossroads College Preparatory School
- The Kings Academy
- St. James R-I
- Fair Grove R-X
- Slater
- Columbia Academy for Learning and Enrichment

Total Membership by Industry
(5-year trend)

	FY21	FY22	FY23	FY24	FY25
Public Library	136	136	133	134	135
K-12 School	491	487	486	483	478
Higher Education	57	60	59	58	58
Health Care	22	5	5	6	4
Nonprofit	27	22	27	18	17
State/Local Government	13	13	14	13	12

RECOMMENDED ACTION
None

ATTACHMENT(S)
None

Updated August 6, 2025

AGENDA ITEM SUMMARY
FY25 End of Year Consortium Update – Member Network Connectivity

AGENDA ITEM

FY25 End of Year Consortium Update – Member Network Connectivity

DESCRIPTION

Member bandwidth growth continues to increase. Total bandwidth capacity increased by 48.86Gbps or 9.75% (table 1) in FY25 bringing the year-end total to 550.02Gbps of aggregate Internet capacity. By comparison, FY24 bandwidth grew by 47.56Gbps or at an annual rate of 10.5%. The year-end total bandwidth for FY24 was 501.06Gbps.
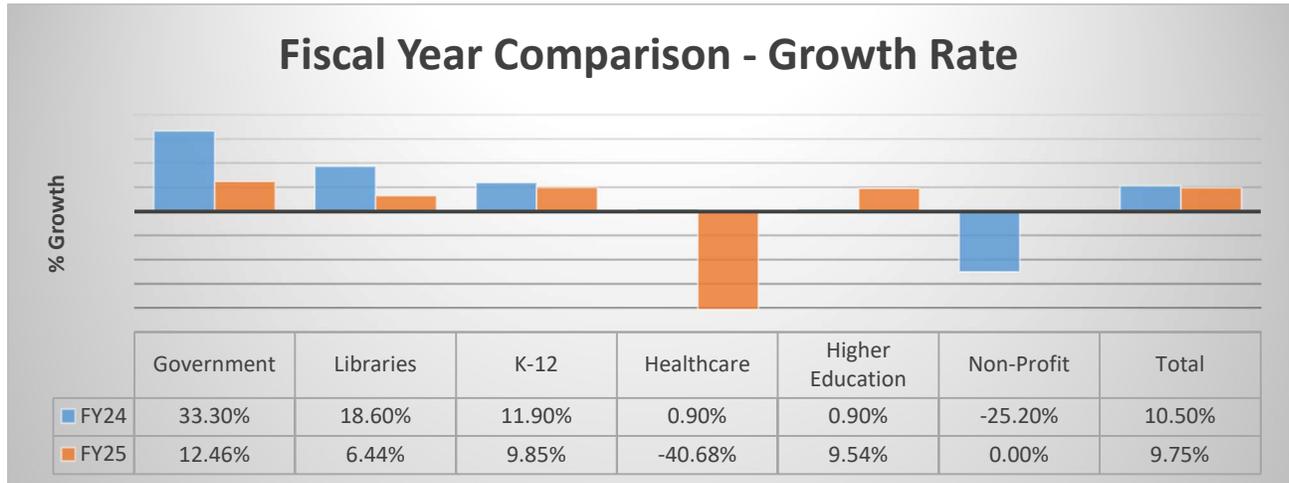
Fiscal Year Comparison - Growth Rate

	Government	Libraries	K-12	Healthcare	Higher Education	Non-Profit	Total
FY24	33.30%	18.60%	11.90%	0.90%	0.90%	-25.20%	10.50%
FY25	12.46%	6.44%	9.85%	-40.68%	9.54%	0.00%	9.75%

Table 1

Aggregate member bandwidth capacity has grown by 263.61Gbps or 92.04% since FY21 (table 2)

Aggregate Member Capacity

FY21	FY22	FY23	FY24	FY25	PROJ FY26
286.4	406	453.5	501.1	550.01	603.63

Table 2

Updated by Lynn Burgan, July 28, 2025
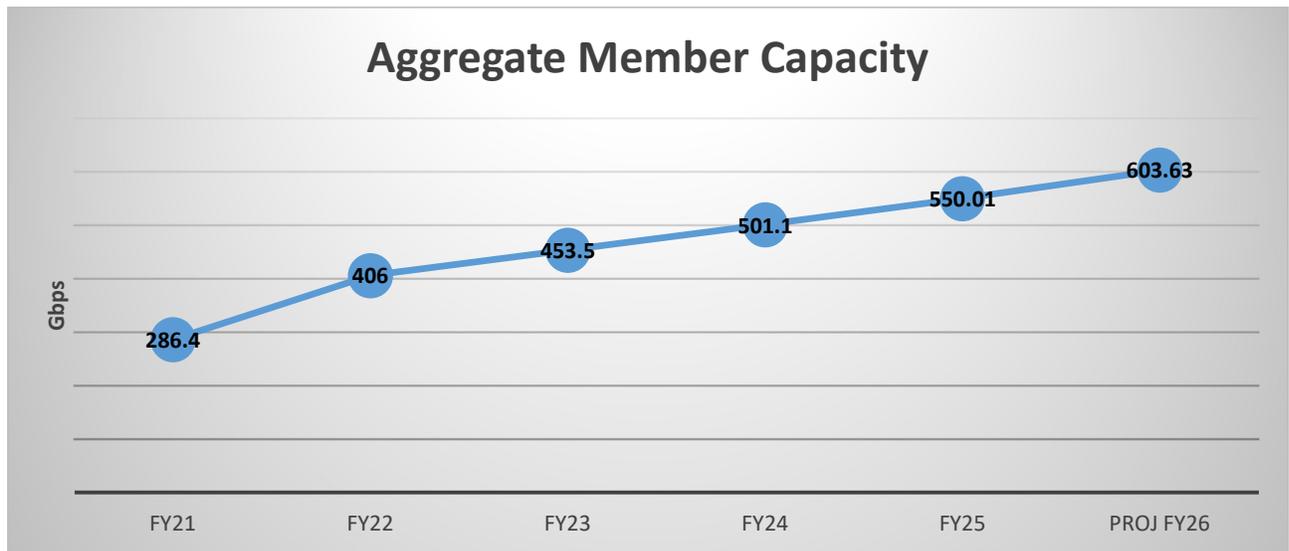
MOREnet experienced a net decrease of 12 connections, or 1.92% decrease as compared to FY24. A total of 26 enterprise connections were active in FY25 (table 3). Connections for Libraries and K-12 saw a decrease, connections for Higher Education remained the same and connections for Healthcare, Government, and Non-profit saw an increase (table 4).

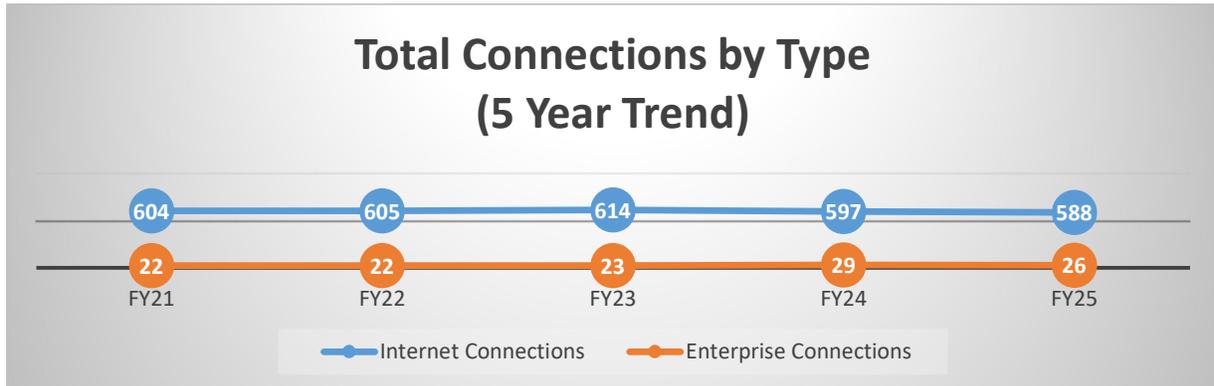Total connections have decreased by 12 or 1.92% since FY21.
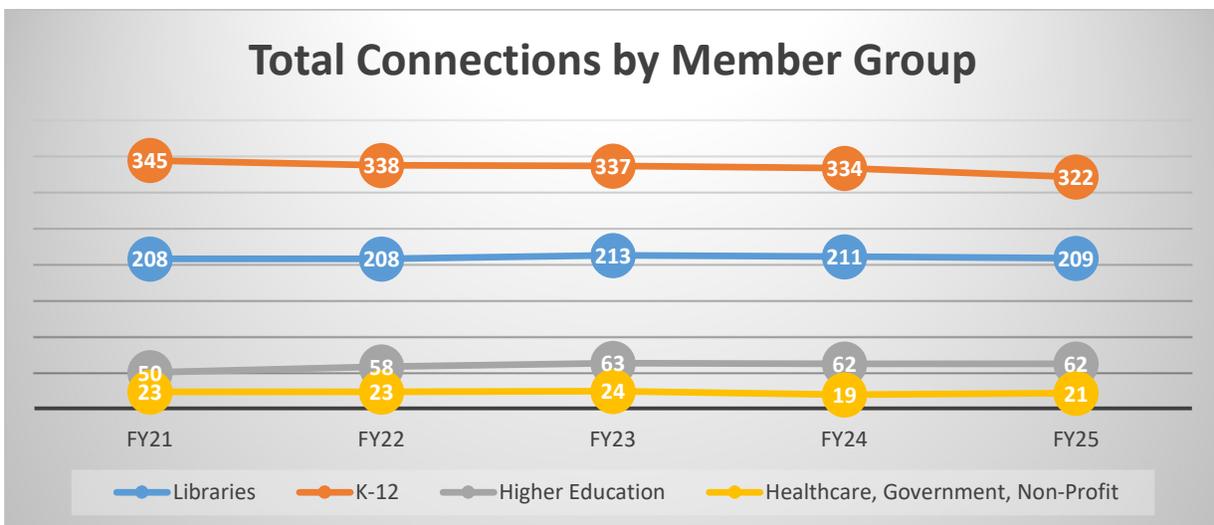

Table 3

Table 4

RECOMMENDED ACTION
None

ATTACHMENT(S)
None

AGENDA ITEM SUMMARY
SALESFORCE AGENTFORCE ARTIFICAL INTELLIGENCE

AGENDA ITEM
MOREnet Salesforce Agentforce for Artificial Intelligence (AI)

DESCRIPTION
MOREnet began using Salesforce as our primary Customer Relationship Management (CRM) solution in 2016. Today it serves as a hub for tracking and reporting on member contacts, help desk cases, service subscriptions, pricing, service agreement quotes, annual invoice processes, inventory management, contract management, internal order tracking, etc. We've accumulated a lot of great data over the years, and we want to leverage that data using AI to improve our decision making and member support.

As we renewed our Salesforce licenses this fiscal year, we also purchased Agentforce and Data Cloud access. We will soon enter into a short-term professional services engagement to get our internal business applications team started and then manage our Agentforce efforts with our existing team that currently maintains our Salesforce environments.

We have a number of agent use cases in mind for internal use. Our plan is to start small, safe and internal to build trust and value for our support team. Over the coming year, we plan to expand our agents and begin to extend access to our members for knowledge queries, service changes and status tracking, contact updates, etc. We realize it is our employees and their expertise that our members value and trust and we are committed to preserving the valuable support model we have established. Our priority will be to enable the routine interactions to ensure our staff is always available to provide direct support as needed especially with more complex processes. We plan to use Salesforce and Agentforce to improve and expand our support model.

As a quick reminder, we have several training courses available for AI use in teaching and learning. As we begin to explore AI for business use cases, we are look forward to sharing our experience with you as we go. Don't hesitate to reach out if we can be helpful with your internal AI efforts.

RECOMMENDED ACTION
None

ATTACHMENT(S)
None

Created by N.Angell, Aug 28, 2025