



BOARD OF EQUALIZATION

**CUSTOMER SERVICES AND ADMINISTRATIVE  
EFFICIENCY COMMITTEE MEETING MINUTES**HONORABLE BILL LEONARD, COMMITTEE CHAIR  
450 N STREET, SACRAMENTO

NOVEMBER 17, 2009, 9:30 A.M.

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**ACTION ITEMS & STATUS REPORT ITEMS****Agenda Item No: 1****Title:** Report Regarding Status of Online Educational and Learning Products**Issue/Topic:**

Report on the status of the Board of Equalization online educational and learning products.

**Committee Discussion:**

Committee Chair Bill Leonard opened the Committee meeting by introducing the agenda item and asked staff to give an update of the Board of Equalization's (BOE) online educational and learning products.

Ms. Anita Gore, Deputy Director, External Affairs Department, introduced herself and Ms. Kari Hammond, Outreach Services Division (OSD), and then gave a report of the BOE online educational and learning products.

Ms. Gore reported progress is being made toward creating virtual seminars and business fairs available through the BOE website at <http://www.boe.ca.gov/info/VirtualSeminars/index.html>. She stated that staff is on target to create a total seminar package by January 2010.

Ms. Gore introduced a short composite of the Taxpayer Rights video presentation.

Ms. Gore then introduced a short composite of the Sales and Use Tax Nonprofit PowerPoint presentation with audio.

Ms. Gore concluded the presentation and asked if there were any questions.

Board Member Michelle Steel thanked staff for their efforts on recent seminars in her district.

Board Member Betty Yee thanked staff and commented that she looks forward to seeing more online products.

