CSM14

COUNCIL OF STELLAR MANAGEMENT

MEETING MINUTES

CSM SUMMIT – 2-5 MARCH, 2020
REYKJAVIK, ICELAND

List of contents:

The meeting minutes have been taken during summit sessions and reviewed for accuracy and context prior to publication by members of the CSM and CCP employees. Their purpose is to provide transparency on what is discussed and how the CSM process works to the EVE Online community. However, this document does not function as a platform for announcements, therefore any sensitive or confidential information has been redacted during the review process.

All 10 CSM members attended the summit. Many EVE developers were present at different sessions but only those whose names appear in the document have been listed.

CSM 14 MEMBERS

VILY
SPARTAN VANGUARD
TEST ALLIANCE PLEASE IGNORE

OLMECA GOLD
DEMOCRATIC SPACE SOCIALISM

MERKELCHEN
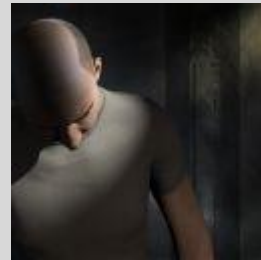KARMAFLEET
GOONSWARM FEDERATION

INNOMINATE
KARMAFLEET
GOONSWARM FEDERATION

EXOOKIZ
THE DARK SPACE INITIATIVE
SCARY WORMHOLE PEOPLE

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PANDEMIC HORDE HLD.
PANDEMIC HORDE

DUNK DINKLE
BRAVE NEWBIES INC.
BRAVE COLLECTIVE

ARYTH
GOONWAFFE
GOONSWARM FEDERATION

SORT DRAGON
RESILIENCE.
INITIATIVE MERCENARIES

STEVE RONUKEN
FUZZWORK ENTERPRISES
VOTE STEVE RONUKEN FOR CSM

EVE DEVELOPERS

CCP Hellmar - CEO

CCP Burger – Creative Director

CCP Mannbjörn – Executive Producer

CCP Orca – VP Marketing

CCP Muppet Hunter – Game Design Director

CCP Dopamine – Senior Community Developer

CCP Aurora – Community Developer

CCP Fozzie – Senior Game Designer

CCP Rise – Senior Game Designer

CCP Bartender – Software Engineer

CCP Masterplan – Senior Software Engineer

CCP Ghost – Senior Strategist

CCP Goodfella – Brand Director

CCP Shreddy – Lead Producer

CCP Rattati – Lead Producer

CCP Spider – Associate PR & Marketing Specialist

CCP Stardust – Project Manager

CCP Fleebix – Project Management Specialist

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CSM POST-SUMMIT TESTIMONIES

ARYTH
GOONWAFFE
GOONSWARM FEDERATION

Going in there was confusion between CSM and CCP on specific aspects of previously released features and what that meant for future releases. The initial concerns were discussed and addressed and we gained a much clearer idea of what CCPs overall intentions and goals were. These goals were high level and didn't necessarily translate into the changes we see that may be the cause of lots of consternation in the playerbase. The high level goals make sense and have mostly objective measurements that are easily defined. What needs to be made a bit more clear is that the tactical changes happening are often things that CCP may not know the ramifications of but are attempting to address much greater issues with a game 17 years of player history. Things will go wrong, adjustments will be made, but the guiding star is to return EVE to a healthy place that can continue for the next decade. Hilmar played a large part in clarifying this vision and I would say that the summit didn't truly come together with a cohesive picture until Hilmar's session directly with the CSM. It is very easy to lose sight of the high level objectives when you are only discussing tactical changes. CCP was able to tie these two areas together with Hilmar explaining it all. This was a new structure of engagement with the CSM and was highly successful. That being said, while we don't necessarily agree with every change, we see our job as to educate CCP as best we can on the ramifications of the changes they are doing and make them have the least negative impact as we are able. At the end of the day CCP makes the final decision thus the game will change. Change is the constant we can always rely on in EVE. Change is scary, it breaks playstyles, it turns the economy upside down, it has sweeping meta ramifications, but it also ushers in a new age of EVE.
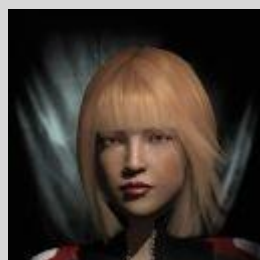

STEVE RONUKEN
FUZZWORK ENTERPRISES
VOTE STEVE RONUKEN FOR CSM

The End of an Era. That's what the summit in March was. My last summit after 6 years on the CSM. Not the best, but far from the worst; there were fruitful discussions, which have led to a better understanding of goals, objectives and situations on both sides.

It's going to be challenging for a while, as Eve goes through some significant rebalances, but if we can hit the target numbers, everything should be in a better position.

OLMECA GOLD
DEMOCRATIC SPACE SOCIALISM

Had a great summit overall. With NPE improvements kicking in, I'm happy to see growth in the player numbers again. Seems like substantial work will go into veteran gameplay in 2020. It will be a painful transition from some of the unsustainable aspects of Eve, to a long-term sustainable game. I hope it all goes well. The three issues I paid specific attention in this summit were the risk/reward balance around PvE and non-consensual PvP, small and large scale conflict drivers, and making ongrid PvP skill matter more in the sandbox.

MERKELCHEN
KARMAFLEET
GOONSWARM FEDERATION

This springs summit was as good of a summit as I have had in my 2 years as a CSM player representative. CCP has taken heavily to a data driven approach to their resource allocation and game design and based off the information we saw it seems to already be paying off. Focus on the new player experience(not to be confused with the tutorial itself) is bringing great returns that should get every Eve player excited because, even though many of us finished up that aspect of the game a long time ago, it being more effective leads to more people in space. These new additions to the player base become Corp mates of the future, industrialists supplying the ships we fly, or maybe even the bad guy that just got called primary on a fleet.

The current focus on bringing the ecosystem to a more healthy state is going to require an immense amount of effort and collaboration between CCP, the CSM, and the greater player base. I wish there were easy and pain free solutions to these issues but its likely going to take some time to find the Goldilocks zone where things are in a great state. Having a good working relationship between the CSM and CCP is fundamental to working through these kind of immense challenges and as a player communicating your thoughts on the matter to your CSM representatives is critical to make sure every voice is represented in these discussions. Much like Im sure many of the CSMs do I get a lot of in game mails, discord conversations, and reddit private messages and I make sure every one gets to the person that would need to hear it in CCP so please continue to speak to the Council! I wish the best of luck to the future CSM XV and I thank CSM XIV and CCP for another great year.

DUNK DINKLE
BRAVE NEWBIES INC.
BRAVE COLLECTIVE

CCP learned a lot from the Summer of Chaos and has made several major changes. There has been a significant reorganization of how CCP does game design and how teams work together. Overall, the mood of the meetings was open and positive. Very little acrimony. The tone of discussion was much more interactive and convivial that the Summer Summit, which was adversarial at times.

We are seeing more regular deployment of new features and better discussion of the future than we have seen in a few years. There are things coming that some players will love. There are things coming that some players will hate. My advice is to keep doing what you like to do and don't get stressed about the other changes around you.

INNOMINATE
KARMAFLEET
GOONSWARM FEDERATION

The biggest problem this year on the CSM has been communication from CCP. This summit has led to dramatic improvements in CCP's communication both with the CSM and with players that I hope is a continuing trend back towards the transparency we used to expect. While there are several positive changes both released and upcoming, I am most excited to have seen the most effective npe changes CCP has tried in years, which promise to bring back real growth in the player base.

The main direction of this meeting was the desire from CCP to change deep and core aspects of the game in order to walk towards a new vision. The core of this vision is the longevity of eve online. CCP plans to achieve this with at least 3 points of action: increased retention of new players, drastic healing of the game economy, and improvement of the veteran experience through small but constant changes.

The improvements to new player retention are driven by solid data and the stats show that the current work has already been bearing fruit. The impact of these improvements on the game population as a whole might not be noticed at first but are projected to make a big difference in a matter of 2-3 years.

The work on the economy is the most delicate work and a vastly ambitious project. The current state of the eve economy is not compatible with longevity and the intent behind this project is well justified. The devs involved in this task are very set in their goals and hesitated to disclose information at first but have since developed a regular dialogue with the CSM at least to receive feedback. However due to the complexity of the topic, there is little consensus in general on how the economy is to be fixed. The speed at which this task can be carried out is also limited by the delay in which economic changes take effect in the game, and the existence of stockpiles; so players are advised to expect tweaks to the economy to continue happening for a long time.

Lastly the improvement of the core experience through small but constant changes has been ongoing now since the formation of team Talos. This team formed shortly after the first CSM14 summit and has been steadily delivering updates. Over half a year later, not a single biweekly update was missed. Without a doubt, these small changes have had an effect in making the game feel more alive and vibrant, as well as addressing crippling imbalances that could be fixed with relatively minor changes. One issue that is starting to emerge however is that the amount of work might be too much for one small team, as becomes evident when the team must tackle bigger balance issues and more ambitious revamps. The current pace also seems to have little to no room for iteration, although this is a wider issue of the company as a whole at this time.

A greater blind spot that remains is conflict drivers. The topic was discussed during the summit but does not seem to be a priority yet, partly because it is believed the changes to the economy will also drive conflict. That prediction seems flawed at the moment, but hopefully the topic of conflict drivers can become more prominent once some of the urgent issues with the economy are dealt with.

Final comment, the top leadership of CCP was very available to us during this meeting and widely shared their vision and enthusiasm for eve's future. The atmosphere is one of genuine confidence and optimism, which I share. My personal comment is that there is still a bit of a gap between the top decision making at CCP, and the technical and direct knowledge of the game in its modern state. Hopefully this summit helped narrow that gap through the feedback provided by the CSM as well as the increased number of CCP employees participating as players in eve online.

GOBBINS
PANDEMIC HORDE HLD.
PANDEMIC HORDE

SORT DRAGON
RESILIENCE.
INITIATIVE MERCENARIES

My focus for this summit was CCP's communication with the player base. While CCP has always had a long-term vision and short-term and long-term plans, I wasn't sure what those plans were, or how they intended to implement them. In the past, CCP has had issues communicating their plans and vision to players, with the result being that some players had unrealistic expectations on future game changes or expansions while other players became cynical, with low or no expectations at all. My goal was to urge CCP to ramp up their communications efforts, find a way to be transparent while managing expectations, and to encourage them to communicate more with players.

During the summit, I saw CCP's long-term plans for the future and the reasons behind the changes they have made and their reasoning behind future changes. These plans are big, and they're bold. I'm looking forward to seeing how they implement them and how they communicate them with the player base in the future.

EXOOKIZ
THE DARK SPACE INITIATIVE
SCARY WORMHOLE PEOPLE

A very positive summit. Compared to our firsts summit in september, It was obvious that a lot of CCP's reorganization and refocusing has begun to pay off. Many of the sessions were even more contentious than before, in part I think due to the CSM becoming more comfortable with each other and CCP devs. That said I left the summit feeling that we probably helped point Eve in a better direction more than I did the last time.

I left the September summit telling people I was "cautiously optimistic", in that if CCP kept it up I think we should see some very positive movement. 6 Months later, with talos still achieving its release cadence, and other teams beginning to follow suit I would say that I am not simply optimistic about EVE's future. I was very impressed with everything we saw at the second summit, from the leadership teams focus on core issues to the teams various plans to make eve better over 2020. While all of that of course still hinges on their execution, with the last 6 months being mostly successful, i am more confident than before that by the end of 2020 EVE will be a very different, and hopefully much better game than it is now.

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CCP POST-SUMMIT TESTIMONIES

CCP DOPAMINE
SENIOR COMMUNITY
DEVELOPER

EVE Online is a vast and interconnected universe that can be near impossible to grasp for a single human being. Having a group of experts with extensive knowledge across various areas with years of experience behind their belts helps us better understand all the different aspects of the game along with the needs of a broad segment of our players.

To my mind, the knowledge sharing during this summit was particularly beneficial. We had four presentations delivered by CSM members that provided insight into the areas of expertise of individual members. I consider this to be one of the biggest impacts we get from the council. These information-packed sessions serve as a great way for anyone at CCP to learn more about a specific topic, which then prove useful when working on upcoming plans.

I also feel that both parties left with an excellent understanding of each other's reasons, requirements, and motivations. While we might not always agree on everything, having a candid discussion where everyone can professionally share their thoughts is critical for the CSM program and the future of EVE Online.

CCP BURGER
CREATIVE DIRECTOR

New Eden is massive, both in scale and depth. There are endless ways to interact with the universe, and there is no one right way to achieve the goal at hand. There is no way one single person can grasp the whole and my game is very different from your game. Similar to player events, CSM summits are one of my favorite times of the year, it's when I get to peek in front of the curtains and see my day-to-day from the eyes of EVE's players on a way higher level then myself. The main difference between meeting people at events and at the summit is the summit's structure and professionalism. The sessions are civil - naturally, there is healthy debate, disagreement and hard-hitting questions, but over the years we've managed to find a good balance in our conversations to make sure we all get the most out of the eight-hours-a-day-for-four-days-in-a-row stuck in a room together (and, of course during the afterhours). The CSM has reached a level of professionalism that made the March session one of the most productive summits to date.

We are doing some really important work right now and having a panel of expert capsuleers to vet and validate helps us set up EVE for the forever. The success of the NPE has a lot to do with input from CSM members that interact with new players every day, the set-up of frequent releases and many of the changes we've seen in the last 6 months would probably not have happened if it wasn't for the all the input from the CSM. Moreover, the changes to New Eden's economy that we are going through right now have sparked very healthy debates resulting in a better EVE Online for the future.

The poetry of EVE Online is unmatched. Every day we work towards understanding this living organism better and making sure it has the ingredients to live (somewhat) healthily. There is no EVE in medium gray, EVE needs conflict; conflict driven from people and emotions. The market, ships, modules, resources, CCP and CSM are the ingredients to allow you to set your adventure, claim your stake and write your story.

CCP RISE
SENIOR GAME DESIGNER

The CSM is a critical resource for us on Team Talos. This session, they worked hard to help us shape changes to wormholes, gather feedback from the front lines in low sec, establish an updated plan for capitals, and above all explore options for the future of structures big and small. Without the CSM, it would been very difficult to roll-out so many veteran-oriented changes at such a fast pace, as we have been doing over the past few months.

I would specifically highlight the recent transition to a more proactive CSM we've seen over the last two summits. Exooki set a fantastic precedent with his wormhole presentation during summer and Gobbins, Vily, and Olmeca all stepped up in winter with equally thoughtful and well-researched contributions. These presentations have driven important conversations forward in development and given us a look into the world and motivations surrounding some of EVE's most important leaders.

The CSM is not our only source of feedback, of course, but having an expert group under NDA and on-call allows for precise conversations on almost any topic at any time of day. I've come to rely on them quite a lot and greatly appreciate their hard work.

CCP GOODFELLA
BRAND DIRECTOR

Overall, the second CSM 14 summit was great and I really enjoy having the opportunity to work closely with the CSM. The main discussions of this summit can be broken into three segments:
- The great strides that have been made with the focus on new players that resulted in an increased number of players joining the game and sticking around in EVE for a longer time.
 - The continuation of balance updates, events, system changes, etc. that the CSM has both greatly advocated for and helped us shape, frame, and iterate on. I know that having them give us feedback on these things that we are frequently working on enables us to keep up the fast pace.
 - The challenging but vital changes to the economy that have begun and will continue throughout 2020. The EVE ecosystem is incredibly complex, and having discussions (and debates!) on how to set up EVE to outlive us all is an incredibly important topic, and being able to discuss this with the CSM is crucial.

The discussions we had were professional, fun, and fruitful. One new element that I think has been really positive is the presentations that CSM members have started giving on specific topics. These presentations give great insight into specific professions, features, and more in EVE. They are the spark for fantastic discussions and give CCP a lot of ideas to consider. Another topic that we discussed with CSM was communication, and we had good feedback about the opportunities available there that can have a greater impact on EVE.

I thank CSM 14, it has been fantastic working with them and I am already excited for the upcoming CSM 15!

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EVE LEADERSHIP OPENING SESSION

AGENDA: Look back at what happened in the last several months, discussion on any high priority topics, review of the current state, and plans ahead for EVE Online.

- **CCP Mannbjörn** talks about the recent organizational changes within CCP, move towards 4DX methodology, and ongoing efforts to strengthen teams for the future with the discipline focus.
  - CCP wants to highlight the development team as a whole for any new features.
  - Following the changes, some teams have the freedom to commit to long term projects while others focus on smaller higher priority items; Ship fast, react fast.
  - **Sort Dragon** asks if the process is now complete. CCP will always be improving and tweaking things, so even if people are settling in their teams, this will never be done.
- Currently, CCP has three main objectives:
  - Work on improving the early player retention
  - Challenge the core and always have something to look forward to
  - Territorial expansion
- **CCP Mannbjörn** shows the Monthly Active Users (MAU) graph for January 2020 and explains that CCP looks at different cohorts based on the player's age: one month, two months, three months, 4-12 months, 12+ months.
  - The focus is to get as many players into the 4-12 months as possible. However, the most significant opportunity (and the biggest challenge) is the first 30 days.
  - Based on data, any form of purchase is one of the best ways to improve player retention. Streamlining the new and returning player journey from downloading, installing, and logging into the game increases the 30 day retention.
  - CSM sees players cutting down on the number of accounts, with alts overlapping in roles due to increased flexibility coming from a higher number of Skill Points available. There is indeed a lot of fluctuation with these numbers, and CCP Orca adds that players coming from Steam tend to have just one account.
- **CCP Orca** takes over and talks about the goal of having 6000 new registrations daily. She also shares that the first login numbers from January 2020 compared to January last year have a 100% increase with better rate of cost per first login in ad spend. Even if day 14 retention appears to be worse on a percentage basis, the absolute numbers are 80% higher.
  - In terms of new registrations, Steam is by far the most effective, followed by YouTube ads. Reddit was not a cost-effective platform to garner attention from new players.
  - There is a correlation between spend on reactivation campaigns (excluding targeted email campaigns) and the number of reactivations. A more thorough investigation to identify where exactly these are coming from is ongoing.
  - There are a bunch of projects and AB testing going on, such as Live Chat Support and ChatBot implementation or Launcher auto-download upon sign up.
  - Because EVE Online's issue is not the long-term retention but rather the new player funnel, new players are a priority for CCP. That said, they are not more important than any other player in New Eden.
- **CCP Burger** takes the stage and starts by sharing CCP's creative focus for 2020 and beyond that is guided by three main pillars:
  - A living universe
  - Conflict drivers
  - Meaningful connections

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QUADRANT 2 ROADMAP

AGENDA: Feedback on Q1 and look at the second Quadrant of 2020.

- Quadrant 2 name is Eclipse. There will be some changes due to Fanfest, but some of the items on the roadmap are:
  - Community appreciation login campaign.
  - The Hunt is coming back in a different form with pods temporarily dropping implants.
    - Having a simple 10 second delay between implant pulls would help with this.
  - A new set of Gurista implants.
    - It is possible that these implants will help with Drone HP. Vily suggests missile application bonuses or drone speed/drone tracking.
  - There will be a celebration around EVE's 17th-anniversary.
  - The Avatar will be receiving a facelift.
  - Invasion chapter 3 is planned during second Quadrant.
  - New ships and weapons.
  - Capital balance is being looked into.
- Module tiericide will continue.
- There is time to react to the market changes as required.
- **CCP Shreddy** runs over everything that happened in the first Quadrant and asks for feedback.
  - There is an opportunity to vastly improve shield slaves in future.
- **Gobbins** feels that fortnightly release cadence sometimes leads to incomplete solutions that require further iterations, but the time to iterate never comes since a new bi-weekly release comes up – the team should have a chance to iterate on a feature. This is a risk CCP was aware of, but it was imperative to get out there and do something.
  - There are more teams doing the aggressive content delivery cadence, which gives teams the flexibility to work on a feature for longer.

CCP TV

AGENDA: Talk about the plans for CCP TV in 2020 and brainstorm content ideas.

- CCP TV (not to be confused with EVE TV) is a concept that existed for a while, and now it has a dedicated project manager. CCP TV will be primarily on Twitch and YouTube with a mix of streaming and more elaborate production-based content. The main objectives are to:
    - Entertain and educate
    - Create a platform for players to communicate with each other and recruit new players
    - Create conversations with our streaming community
- **CCP Fleebix** says they want to have constant communication with insights into CCP's life, a way to showcase and collaborate with the community and increase the overall player engagement. All that while continuously doing weird stuff CCP is known for.
- **Dunk Dinkle** has concerns about copyright strikes because It's unclear what content can and cannot be used. He suggests having official streamer templates and an asset pack that is approved for use by anyone. **Steve Ronuken** mentions an old fansite pack, which exists but needs updating.
- **Dunk Dinkle** asks about some exclusive SKINs for giveaways for streamers and this is a conversation that has been ongoing within CCP recently as they would like to be supporting content creators more with non-exclusive items or rewards.
- **Gobbins** says streamers and shows have asked for better access to the developers and how they can reach out to them. **CCP Spider** replies that he is also working on mapping out the streaming and podcast community, and anyone who would want to interview a CCPer or have them appear as a guest, should send an email to media@ccpgames.com.
- Some other requests and content suggestions brought up during the session:
    - Player interviews about newsworthy in-game events
    - An EVE history series
    - Camera mode for streamers
    - A special ship for reporting on fights, which cannot be decloaked. CCP answers that it would be too prone to exploiting and misuse.

COMMUNICATIONS

AGENDA: Gather feedback on CCP's communication

- **CCP Dopamine** opens up by asking how the CSM feels about communication.
- **ExookiZ** say there needs to be more communication in general. He believes that CCP overestimates their ability to over communicate and encourages to not wait to announce things at events all the time. Based on what he has seen for the last few days, it is enough to hype the players for the coming months by realasing some form of a dev diary if dev blogs are not possible. The weekly Pulse videos are effectively becoming that, says CCP.
- **Gobbins** mentions that patch notes are being updated per month and added to the original notes. **CCP Dopamine** says this is something they are actively looking at improving further. **Gobbins** continues by saying that it has been good to see devs appearing more frequently on streams and podcasts and that there should be more of those.
- **Dunk Dinkle** feels that CCP should be responding more rapidly to anything that is bothering the community since reacting immediately will help control the narrative. The community also wants to see there is a real person talking and not a corporate entity with carefully worded press releases.
- **Sort Dragon** notes that there is a diversion of what CCP and players consider to be a problem which escalates when there is no patch notes. People then go to forums/Reddit and see the narrative from other players and get angry before even having a chance to learn the truth.
- A debate took place on what level of detail should be in patch notes.
- **Steve Ronuken** just says that CCP shouldn't conceal things.
- **Olmeca Gold** feels that there should be more done to avoid the perception of incompetence and to give players more to be excited about when it comes to communicating. It seems that there is a variable in patch notes depending on what team is deploying the change.
- **Innominate** says over the last year the communication from CCP has gotten worse, it's not only a slow response time but also no communication until CCP figures out how to respond.

ACTION POINTS:

- The community team has identified opportunities to continue working on improvements for the way patch notes are published to increase discoverability and make navigation easier.
- CCP will review the type of information included in the patch notes to find a better balance between laying down everything vs letting players discover the changes.

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CONFLICT DRIVERS

AGENDA: Discussion and sharing of ideas on what gets people at each other's throats.

- CCP defines conflict drivers as a reason and means of getting into fights. Based on the conversation, these can be divided into different groups of categories:
  - Intentional and non-intentional *(filaments, goods transportation)*
  - Healthy and unhealthy *(New Player getting destroyed by a Thrasher on his way to Jita without understanding what happened, one-sided wardec groups)*
  - Fun and unfun *(Saturday night brawl, 3 AM wake up call to go to war)*
- **Vily** believes there are five categories of conflict in EVE:
  - Major Wars *(Demanding on logistics and hard to execute)*
  - Minor Wars
  - Major Skirmishes
  - Minor Skirmishes
  - General PvP
- **Gobbins** asks CCP if they could share what they believe the players fight over. **CCP Rise** replies that why people were fighting and what they were fighting over should be addressed separately. **CCP Hellmar** says the EVE wars are started by reasons which have to do with human behavior, for instance the seven deadly sins: many wars started because of envy, wrath, greed, or hate etc..
- Next, everyone is sharing opinions on what they think is a problem that currently suppresses conflict:
  - Lack of mechanics driven by greed, like Moons were creating back in the day. Especially with Moons belonging to alliances before, which felt like attacking an alliance when going after one.
  - Issues with structures, their proliferation, requirements to return three times with one thousand pilots to destroy them.
  - Force projection without counter-play.
  - No money trees watered with blood.
  - Infrastructure requirements for resource extraction.
  - Being a landlord and renting stuff is a smart economic move that is better than fighting for space.
  - No passive income (was a good conflict generator even with its shortcomings).
  - No ability to meaningfully disrupt or harass people. Right now, there is no middle ground: you are either in an all-out war for domination or fly in fun Saturday fleet.
  - Automatic repair on structures.
  - The demoralizing grind of attacking constantly reinforced structures.
  - No theft mechanics where it is easier to steal from a group the wealthier it is. Theft as a middle ground outcome between no-damage and destruction of [sov/structures/ships].

CORP RECRUITMENT

AGENDA: Players who join corporations hang around to play EVE Online for longer. What can CCP improve to make it easier for corporations to recruit and why?

- **CCP Ghost** asks what CCP can do to more effectively get players into corps as part of the friendship machine. The ideas being thrown around the table:
  - Improvements to the corp finder tool
  - Reduction of noise in the starting areas, which are spammed with corp ads and HyperNet offers
  - Decreasing the travel time needed to join your friends as a new player
  - Consolidating all the starting systems into one, nullified shuttles and lifting restrictions on pod jumping
  - Given the possibility of theft and scams, having some way to officially inform new players that joining groups is good would help
  - Improving the lengthy recruitment process, especially the part when it is necessary to exit the game to apply
  - Group version for the SOE arc where players can buddy up
  - A flag for new players, so that veterans can quickly identify them to talk and provide help
  - Placing new players who start around the same time into a single corporation/chat to unify them
- Other ideas that could improve the overall experience for new players:
  - In-game voice communicator
  - Recruitment program should have some grace period when it can be applied retroactively
  - Option to select your desired path in EVE Online (solo or in a group) after you complete the tutorial
  - Ways to swiftly remove players who are doing social damage from groups
  - Gradually providing players with Magic 14 skills as they progress through the tutorial
  - Make the SOE Epic Arc a second part of the tutorial and funnel all the new players there, instead of opening up the sandbox so early on
  - Other games go through all different mechanics to teach players. This allows them to dabble in a little bit of everything and provides tools necessary for later. EVE hinges mostly on the first advice you get.
  - Give players a good sense of purpose after finishing the tutorial
  - Introduce a mentor system where players can be teaching newbies
- **Gobbins** comments that there is not as much granularity as there used to be for groups. Particularly in both PvE and PvP the barrier of entry precludes smaller fleet sizes for a lot of the best content. For example, it is difficult for a small gang to have any impact while roaming - this goes back to the idea of theft and intermediate outcomes between having no impact, and destruction of a ship/structure.
  - **Innominate** notes that some players may not want to be at the center of attention and instead fly in bigger groups where they don't have to be the ones talking
  - **Olmeca Gold** says that if a fleet exceeds a specific size, the bonding will decrease. **CCP Ghost** asks if there is a limit on what the group size could be before meaningful bonding is lost? **Innominate** doesn't feel like there is a golden number, **Gobbins** speculates anywhere from 5-25.

DDOS RETROSPECTIVE

AGENDA: Informal retrospective on the recent DDoS attacks that took place in January/February 2020.

- Pre-Summit, CSM requested clarification on the automatic banning that happens when players log in from unusual locations.
  - **CCP Stardust** clarified that the only cases when an automatic ban can be applied are during payment disputes. Anything else involves manual review before account action is taken.
  - Due to a large number of players using VPN around DDoS attacks, there could have been some early false positives, but these were swiftly resolved, and criteria have been adjusted accordingly to ensure legitimate players do not get banned.

Due to the sensitive nature and security reasons, the notes have been almost entirely redacted from this session.

EVE LEADERSHIP AMA

AGENDA: This is an open AMA with the EVE leadership team.

- **Dunk Dinkle** says the community is anxious to see what's next in store for CCP. CCP Hellmar talks about the London office project and mobile focus of the team in Shanghai. CCP is not going to be talking about products until they are ready to be talked about.
- **Gobbins** asks when will the Chinese server open. The process is stuck due to a government reorganization. **CCP Hellmar** is confident that by June, the game will be approved.
- **Dunk Dinkle** brings up the constant TiDi issues some Chinese groups are experiencing due to load balancing problems. This happens because the load balancing is calculated based on the load during European prime time. CCP will investigate.
- **Sort Dragon** asks about the localization. The Korean localization was kind of a tracer bullet for CCP that uncovered problems with previous localizations and allowed to fix many major issues, resulting in the growth of supported languages. Internal processes are being streamlined to help make localization efforts more scalable.
- **Innominate** says that there has been a major nullsec war going on consistently for the last two years. The reported lack of content or stagnation suggests that people who are saying that don't necessarily know what exactly it is. **CCP Goodfella** says that there is an opportunity to highlight more of the stories that are happening all over New Eden.
- **Aryth** asks if the mission and purpose of the CSM have changed. **CCP Hellmar** says that he feels a sense of pride in seeing how it has evolved and that there is some seriously high-end shit happening in these summits.
- **CCP Hellmar** talks about the friendship machine. He says that EVE makes people better and many started their careers from the skills obtained in EVE Online. He calls the CSM super-humans, flying to Iceland to talk about the game in the middle of a zombie apocalypse. The CSM blushes.
- **Aryth** asks if **CCP Hellmar** is still sticking around and why. Yes, because of things like the CSM - he could be doing anything else but wants to sit in a meeting room for a week to talk about internet spaceships. He then segues to say

the marketing budget has been doubled for a 16-year-old game and asks himself who other than EVE Online would do that?

- **Sort Dragon** feels that the players need to see his passion. **Dunk Dinkle** adds that this passion would need to be conveyed in a right way to the playerbase.
- **CCP Hellmar** brings up the Daily Active Users (DAU) graph of EVE and says that long term retention, counter to the narrative, is not EVE's problem. The majority of the DAU is from the new players and every fix CCP makes results in a small increase in the players coming in and staying for longer. At this rate, CCP projects to have the highest DAU around May.
- **Vily** asks if the relaunch of Serenity will result in a drop of active players on Tranquility. CCP Hellmar says it's anyone's guess. There is a halo effect surrounding what CCP does, for example releasing Valkyrie and other similar changes resulted in EVE growing. **Sort Dragon** notes that there may be some day-tripping occurring when Serenity relaunches with players enjoying both experiences.
- **Vily** asks about the possibility of Chinese players being on the CSM. **CCP Dopamine** says that as long as communication is not an obstacle, he has no problem with it.
- **Sort Dragon** asks about the Alliance Tournament (AT). **CCP Hellmar** says the concept of the sport is important in EVE. Removing the tournament created a vacuum and finding a way to implement it again is on the list of opportunities. **Dunk Dinkle** feels that some formal communication about the AT is needed.
- **CCP Hellmar** says that 130 people are working on a lot of different stuff in EVE right now. Not everything is immediately visible to the players, but there is a company-wide push for better processes that will maximize the potential of the teams. **Vily** asks if anyone is working on server performance, and that is still absolutely the case. **Dunk Dinkle** chimes in that CCP and CSM know this but the player base is assuming that there is only a couple of developers working on everything. The perception needs to shift away from that.
- **Gobbins** asks about earlier data showing how the veteran retention in EVE is rather stable, but newer player tranches less so. This led to resources being shifted to new player retention. **Gobbins** asks if there might be some effects being missed, in that disgruntled veterans might not quit but the negativity generated in the veteran community can indirectly affect new players retention. This is one of the reasons why CCP is committed to keeping the meta going and giving veterans something to look forward to.
- **Vily** asks if there are any plans to help those players with visual impairments. There are no immediate plans for this.

EVE ONLINE UI/UX

AGENDA: Discussing areas of focus for some of the ongoing UI/UX improvements for EVE Online, and brainstorming potential changes for CCP.

- One of the focus for the team is the HUD and in-game overview improvements. This will be a long process with incremental changes rather than a single revamp.
    - One goal is to have more than one active overview at the same time.
    - All module activation buttons are to be revised. There is a lot of information there, which makes things a bit messy.
    - General, more intuitive ways to perform actions, such as a button on cyno ships that lists all available jumps.
    - Show actual hitpoint values on targets.
    - Introduce a way for players to travel that does not rely on the overview.
    - Simplify UX for overheating and making the whole system more intuitive.
- **Dunk Dinkle** says that CCP has made changes to UI/UX elements that remove functionality for the sake of aesthetics, such as the wallet and redeeming queue. **CCP Muppet Hunter** replies that they will try to preserve the functionality of the current overview, and for that reason, several discussions need to take place before.
- The question about sensor overlay and who is using it was asked. It seems like a low number of people do, however, there are specific cases when this is instrumental to the gameplay, such as identifying undockable structures in space or orientation when exploring or hunting.
- Several different QoL suggestions have been collected during this session:
    - Changing ammo with a single click that queues the action
    - Money has been offered to get the old NeoCom back
    - Better user feedback when a button has been pressed and registered by the server
    - Have the assembled ships appear to the right of the stack
    - Make it easier to add colors to the overview
    - Ensure the overview sharing functionality is preserved and optimized
- Another item the team wants to tackle is the revamp of hotkeys. In the past, hotkeys were not single numeric characters because pressing one would drag you into the chat. Since this is no longer the case, there is an opportunity to have a more intuitive hotkey layout.
    - We need to ensure there is an option for players to keep using the same layout as it is now within their muscle memory.
    - Import-export functionality for settings was requested.
- **Sort Dragon** brings up the Red Dot. **CCP Muppet Hunter** says the general application is useful, but going from no red dot to the red dot was an issue to adapt. The feature was primarily tested by new players who had positive feedback about it, but there was an opportunity to carry out more testing with more experienced Pilots.
    - Overall there is nothing wrong with the dot itself, but the missed edge cases were what caused problems, such as swapping ammo.

CSM14

COUNCIL OF STELLAR MANAGEMENT

EVE PORTAL

AGENDA: Gather feedback for the upcoming changes to EVE Portal.

- EVE Portal wanted to experiment with a PLEX Market to make it easier for players to trade it. It would mean that location restrictions are removed, and players can access buy/sell PLEX orders wherever their characters are in the New Eden.
    - This is going to be convenient but may not have full adoption as the fees are not the same as in structures.
    - It is unlikely PLEX traders who want to play the market would use this.
    - CCP is not trying to get full adoption with this feature, but simply trying to experiment with allowing PLEX trading to not be bound to character locations. The main goal is to learn from this before we push it further.
- Suggestions on what EVE Portal team should focus on after the PLEX Market were:
    - Market
    - Planetary Production
    - Industry
    - Fittings
    - Corporation notification pings
    - Skill planner

EVE TOURNAMENTS

AGENDA: Feedback on tournaments in EVE Online.

- The participation and feedback from the Invasion Tournament Series and continuous request for the Alliance Tournament to be revived show that there is an undeniable appetite among the community for some form of tournament play in EVE Online.
- CCP want to bring tournaments back to the game and are committed to overcoming any obstacles that the tools are presenting, taking the time to do it correctly. What shape future tournament play will take is still under discussion, and all options are on the table.
- **CCP Dopamine** wants to gather feedback from the CSM on what they think are the pros and cons of EVE Online tournaments.
  - Most CSM members encourage the return of the Alliance Tournament and confirm its importance.
  - They generate good press and sentiment among the participating groups.
  - The cost of prizes corrupted the old tournament and generated way too much wealth for the winners. The AT ships also had an impact on the market.
  - A good opportunity for CCP to be on the front page of Twitch.
  - It is excellent for alliance pride and tribalism.
  - Invasion Tournaments were irrelevant due to a small group of players that could participate.
  - It should be purely about player skill and loosely based on something similar to F1 rules.
  - While keeping the alliance theme is essential, it should be opened up to other groups to participate somehow.
  - Alliance Tournament was end game content in EVE that kept some players engaged regardless of their success.
  - The fun factor depends on the amount of money an alliance can spend to participate.
  - Having pre-fitted ships takes away the daunting task of deciding what to fly and how to fit it.
- **CCP Dopamine** asks if players would plan their tournaments if they had access to relevant tools, and the CSM says they already do that.

FACTION WARFARE AND LOWSEC

AGENDA: Discussion on the current state of Faction Warfare and Lowsec. Idea sharing for future improvements.

- Comments about the current situation in Faction Warfare brought forward by the CSM:
    - Loyalty Points (LP) multiplier and how players can switch between factions to control the markets is an issue.
    - Meta does partially affect faction choices, but primarily, it is an economical choice. A faction hits Tier 4 or 5, gains LP, stockpiles the assets and then switches. The current reward system allows for stockpiling too easily.
    - Risk vs. reward is a big issue.
    - D-scan spamming in Plexes is a fail-safe way to mitigate the losses. However, a large sections of the FW population is opposed to the addition of tackle inside plexes and would like to maintain the D-scan fail safe as it currently is.
    - A request for attacked plexes that are abandoned to start regenerating.
    - Structures are not worth taking down. Any attempt to reinforce a structure will catch the attention of every pirate in the area.
    - Territory used to matter in FW. Citadels came along and completely changed the game.
    - From the non-FW lowsec players, the most common request seems to be something valuable added to lowsec which they can fight over.
- **CCP Masterplan** goes over what's planned for the Loyalty to Lowsec update.
    - Gate-sliding is not coming back in its original form, but the activation range will be increased significantly for FW gates. There will also be perimeter lights added to all acceleration gates.
    - Mission LP payout multiplier is going to be locked at a lower level. One idea was to always treat PvP rewards as Tier 5, without any scaling.
    - Suspect flag for pilots activating the gate to go to the plex. Players won't be able to activate it if their safety is green.
    - A new plex tier added below unbound to allow battleships to run them without getting dropped
- **CCP Muppet Hunter** brings up an idea to split the content in two different ways: FW plex and another way that would allow players to have their brawls.
    - This could be size locked but fundamentally, these systems cannot be instanced and players should be able to disrupt them.
- **CCP Rattati** wonders why players live in lowsec rather than null and how do they make money. Mostly it's not to deal with politics, lower costs and a more relaxed environment. They are then funded externally by their players via alts or through mining at athanors.

ACTION POINTS:
- A follow-up meeting will be booked after the summit to discuss lowsec in more detail and identify low hanging fruits that CCP can tackle.

INDUSTRY IN EVE

AGENDA: Dunk Dinkle delivers a presentation on the state of industry and shares results from the community survey.

- "Without Industry, there are no fights, wars, or content."
- You learn everything about the industry through word of mouth since there is no official CCP documentation.
- The community survey conducted by **Dunk Dinkle** received 1,150 replies.
    - Very few people get into the industry in the first couple of years
    - They spend about 1-5 hours a week on the industry with 2-5 accounts being the norm
    - 50% of respondees are in SOV holding alliances. The same percentage also builds in nullsec. A third of these players build for the sake of building - it appeals to their play style.
    - The two main activities among the respondees are: PvP and mining and resource gathering
    - Outpost Construction V is a common skill and people would like to get something for it.
    - Subcapital ships are the most built items.
    - There is a surprising amount of people building supercapitals and capitals, which might be caused by the lowsec industry activity.
    - The majority of items are built in corp/alliance owned engineering complexes.
    - The vast majority of players gather the materials themselves.
    - The majority say they continuously have almost all slots in use
    - Main pain points with manufacturing are: moving materials around space and sharing resources between characters
    - Other issues with industry that have been brought up:
        - Industry UI search bug
        - Hangar ACLs
        - Upcoming changes to resource availability and the uncertainty surrounding what's next
    - **Dunk Dinkle** ends it with a request for T2 Salvage Drones and to save the Primae.
- **CCP Masterplan** asks how they feel about the length of time it takes to build Keepstar rigs.
    - Needing to get salvage for structure rigs is extremely difficult, and it's easier and more cost-effective to purchase a premade rig off the market.
- **CCP Bartender** asks what the general sentiment about multiple players working together to build something big is.
    - They enjoy collaborating but working in the current alliance/corp structure is a downside as alliances tend not to want small industry corps that are used to make coordination and sharing of hangars easier.

PVE ISK RISK VS REWARD BALANCE

AGENDA: Presentation from **Gobbins** on the stake for attackers vs. defenders across EVE Online. Discussion about the issues with PvE ISK Risk vs. Reward and suggestions on how to curb faucets.

- At the core of the game design, there has to be a balanced distribution of risk vs. reward. Everyone will run content that has no risk and high rewards.
  - CCP seems to approach low-risk, high reward situations by nerfing the rewards. Recent example of this are the Titan ratting, Rorqual mining and Conduits - all of which have seen their rewards slashed instead of trying approach the problem by increasing risk.
- **Gobbins** discusses the importance of stakes as a way to increase risk, but many activities in EVE are not designed with a stake at all. It is difficult to balance risk because there are no stakes involved, as an example, Poker without a blind stake mechanic would result in constant folding unless the hand is perfect - the same often happens in EVE right now.
- The example of Rorqual miners getting hotdropped by dreads is brought up as an example of stakes system working correctly. Both parties have to commit when they initiate their actions. However, for many other activities there is no such stake mechanic from one or both sides, which results in lack of conflict. Either you get caught and instantly die, or you run away in time, losing nothing. There is no physical item the ratters gather and rarely will they be found in a situation where they cannot escape from the area. Rewards for attackers to kill a solo ratter are also rather minimal compared to the effort of finding and tackling ratters.
  - **CCP Rise** says that they must acknowledge that there is some balance in the risk vs. reward dynamic since players are still going out and hunting ratters.
    - Introducing some way to steal the bounty would add a new dynamic.
  - An idea to increase the stakes when attacking citadels could be a claimable token worth a certain amount of ISK available upon destroying the structure. The token would also be required for anchoring, cannot be removed without de-anchoring the citadel, and it would prevent structure spam because clearing unused structures now becomes lucrative. A way for the defenders to force an attacking fleet on grid during a siege would increase the stakes in the opposite direction, which is also needed. Both sides need to put up a stake into the game.
  - **CCP Rise** says that perfect intel is a problem. Similar to poker, you don't place a bet in the pot if you know the other player's hand is better.
  - Loot fairy 2.0 as a replacement for bounty ticks was brought up.
    - **CCP Rise** wants to see whether everyone agrees with taking a part of the bounties and replacing it with a stake.
    - One concern is that ratting would be impossible in certain areas due to high traffic and other threats.
  - Incursions are one element that CCP plans to address in regards to risk vs. reward in the foreseeable future. CCP Rattati asks what the room thinks about them.
    - There are different motivations for clearing incursions, depending on where they spawn.
    - People agree that Incursions can be improved. There is no risk in highsec, and players are using incredibly expensive ships to run them.
    - Elitism and requirements for fleets with queues and limits on participation are a problem.
    - A suggestion was to flag players running them as suspects.
  - **Innominate** notes that the issue with risk vs. reward in PvE is that the ships are so expensive that you can't lose it regularly because this isn't a playstyle, but instead it has been industrialized.
  - **Sort Dragon** mentions level 5 and burner missions being low-risk high reward with Venal burner missions being incredibly broken.
  - **CCP Rattati** thinks about introducing depleting bounties to stop people from staying in one system forever.

LIVE EVENTS

AGENDA: Feedback on the past live events and ideas sharing what cool stuff can be done in the future.

- The team's main objective is to increase DAU, specifically players who have been in the game for about a month. The secondary aim is to encourage players to try different gameplay offered by EVE Online. They are always looking for opportunities to tie events with expansions and other releases to create a more cohesive experience.
- **CCP Fozzie** mentions that there will be an event coinciding with the Loyalty to Lowsec update. It will include a flat warp speed increase for lowsec and a 90% loot drop. There will be new sites, and the challenge will draw people to Faction Warfare space. Kings of Lowsec will also be making a return.
- The event around Easter will have pods to find in space that gives a key to a dungeon. New Guristas implants are considered for rewards.
  - Geckos may drop in very small quanitities - nothing has been confirmed.
- **Sort Dragon** asks if anything is off limit in terms of rewards. **CCP Fozzie says** there are no specific limits as long as the team can tackle the task.
- Other feedback on past events and suggestions for the future:
  - The Guardian's Gala event had a bit more engagement in Wormholes.
  - It is difficult for roaming gangs to hunt the Dragonaur Blitz sites due to ship restrictions, but the feedback was overall quite positive even if the sites generate the content only for those who run them.
    - Players loved the implementation of the Nirvana implants, but the drop rate could have been higher.
    - Adjustments are being made and the team is experimenting with the payout ranges. Pilots should not be discouraged by a poor payout after they do the site for the first time.
  - Suggestion to add other random factors than just dealing damage or destroying ships, such as repairing friendlies, scanning down sites, etc. There are plans to implement more robust daily login challenges in the future.
  - It would be cool to do something around the Resource Wars.
  - Faction cyno inhibitors as time limited rewards, with stronger ehp/resists or larger range than the current ones
  - Implants with bonuses to bombing, such as bomb ehp or affecting the bomb speed/fuse.
  - There should be fun implants that shoot fireworks when a ship gets destroyed. Multiplasmids have been mentioned.
  - More probe variants, such as RSS combats.
  - Spawn more valuable sites in the high traffic areas for the risk vs. reward factor.
  - Experiment with lesser-used ships to see what happens.
  - Dread filaments that let you yeetHAW five dreads into a random space.
  - Events for supercaps or 3vs3 Frigate Abyssal PvP
  - Experimental boosters are something the team wants to explore
  - Environmental effects

LOGIN INCENTIVES BRAINSTORM

AGENDA: Brainstorm ideas for login incentive rewards.

- The immediate plan is to introduce an evergreen login incentive for all players and monitor how it is used. Based on the results, meta and feedback, CCP plans to design new rewards.
- Ideally, items should be soulbound with a short expiry time to encourage players to use it without penalizing those who can't play every day. Boosters that give extra damage, mining, or scanning properties, temporary SKINs, or SKINs linked to leaderboards is something to consider as they are useful tools to get people in space.
    - Rewards tied to buddy interactions. This is something very common in mobile games, and how this could be utilized in EVE would need to be figured out first
    - A final login reward: free teleport similar to death cloning, or adding a counter to the remote home station
    - Non-combat boosters that benefit other professions
    - Boosters or SKINs that make your ship for an hour
    - Optional character backgrounds
    - Additional character poses
    - CAT EARS
    - Loyalty Points (LP) for a new LP store
    - 30-sec in-game billboard takeover
    - Omega time for 30 days of consecutive logins
    - Custom logos on stations or gates for a day

MILITARY ORGANIZATIONS WITHIN EVE ONLINE

AGENDA: Vily delivers a presentation about how military organizations within EVE Online work.

- **Vily** explains what large Alliances in EVE Online need to operate correctly:
    - Chat communicator (Discord/Slack)
    - Voice communicator (TeamSpeak/Mumble)
    - Authentication systems for API
    - Fleet Management
    - Participation Metrics
    - In-game chat channels
    - Forums
    - Financial Administrators
    - IT Support
- Next subject is about trust and issues that come along with it in EVE:
    - On the leadership level in an Alliance, adding one more leader increases the risk exponentially.
    - Logistic groups need to be as small as possible. Having a one-way fuel addition would help with this and lower the high burnout ratio of players handling these tasks.
    - On that note, having a highly positioned player hacked is a nightmare.
- Questions and areas of improvements that were raised during the presentation:
    - Taxes are challenging to handle all types of income. Having a global tax would help.
    - More in-game voice options
    - Improved fleet tools
    - Forum sections for Alliances
    - More API tools
    - Discord bots provided by CCP
    - In-game Ledger
    - Hangar ACLs

NEW PLAYER EXPERIENCE

AGENDA: Discussing the New Player Experience objectives and brainstorming ideas for improvements.

- One of the New Player Experience objectives is to focus on incremental Quality of Life (QoL) improvements and focus on hand-holding players for the first several hours and then giving them what they are interested in doing. The immediate next step is AB testing for the partial reveal of the UI over time and smoothing out the narrative experience without a complete redesign.
- The team wants to have Aura provide more assistance to new players with various aspects of the game.
- Tutorial completion rates have gone up from 18% to 26% since the team has started.
- The career agent journey is something the team also wants to dive into. The career agents competition rate for players who receive external help is 98% vs. 30% for those who did not.
- If CCP could fix one tool for new player, what would it be?
  - Magic 14 skills that are mandatory before new players can properly engage. There is a big project to rename skills and categories to make them more intuitive. Skill buckets and revamp of skills is technically challenging but something CCP wants to do.
  - Overview being a huge pain factor. Revamping the overview is being looked at.
  - Removal of attributes may present a technical hurdle, but nobody at CCP is adamant about keeping them.
  - The skill queue UI is difficult to work with.
  - A shareable skill queue link.
  - Rookie help channel is in need of much improvement. It has cynical veteran players who may think they are helping but give advice such as using rattlesnakes with geckos to make money. The rookies cant differentiate trolls from legitimate tips.
    - There are initiatives ongoing to help new players (Chat Support, Meet & Greet program, etc.)
  - The mission system is in much need of improvement in 2020.
  - Mining certain minerals required for manufacturing instead of using the market is out of the scope of what new players can do.
  - It is 100x easier to build a ship than to fly one. The industry UX shows precisely what is needed, but figuring out what skills are required to fly a ship is complicated and not intuitive at all.
  - All starter systems should be combined and moved to Yulai to create a starter hub.
  - SOE should be revamped and highlighted to new players better.
  - Allow new players to apply the recruitment program retroactively after creating their account.
- CCP asks if you would rather advise a new player to *mine-refine-build a ship* or *mine-refine-sell-buy the ship.* More of the latter, unless a player is in a group, then he will be taught how to fish.
  - One confusing part of the manufacturing journey is finding a viable structure to manufacture/refine. Locating an Athanor, or a refinery that does not even have the reprocessing service available is super counter-intuitive.
- **Merkelchen** talks about times when new players are commonly advised to work an extra hour to buy PLEX rather than work on something together (minmaxing vs social interaction). The path for EVE economy might result in more players deciding to PLEX instead of doing in-game activities.
  - This a game design problem where a player has to change their preferred activity to make money. There are also good, and bad spending habits for new players – buying too many things too fast can create a bizarre user experience.
  - **Innominate** says that there are very few options available to make ISK after you finish the tutorial, and exploration isn't rookie friendly.
  - **CCP Muppet Hunter** says that entry-level rewards need to be balanced across the board. **Vily** says that running level 1 or 2 missions for days would still not allow a player to afford a cruiser.
- CCP asks what people think about making missions more engaging and story-driven. For example, a player runs missions for the Amarr and is ordered to blow up a Blood Raider station and if they decide not to then, they are contacted by a Blood Raider agent.

- It's a cool concept but there is the falloff to be concerned about. Either this player will go on to run level 4 missions and saving the damsel over and over again or move to Blood Raider space with their new corp and just kill Blood Raiders all day.
  - **Gobbins** suggests Skill Point rewards for these NPE mission paths, because new players are very Skill Point hungry and have to complete a lot of basic skill training just to get started
- **Vily** mentions rewarding players for choosing a single race of ships to fly. There is some interesting aspects to consider, such as player and tribal identity.
  - **Dunk Dinkle** says that in other games, you make a permanent choice with the class you pick. Selecting a faction in EVE seems like an important choice, but in reality, it is the most inconsequential one.
  - **CCP Muppet Hunter** asks about faction selection showing the primary differences between the factions. It still won't matter and a new player probably won't even know what the different skills mean.
  - **Dunk Dinkle** says that teaching new players to make these tiny, inconsequential choices at the start of their journey doesn't make sense when they literally become gods within New Eden. No one cares about what kind of Caldari citizen they should pick.
- CCP asks what they should be teaching new players? Their ships are their ammo and they are going to lose them and shouldn't be afraid of that.

NON-CONSENSUAL PVP

AGENDA: Olmeca Gold talks about player engagement, value, motivation and mechanics, sustainability and problems in the non-consensual PvP area.

- **Olmeca Gold** opens up by listing different types of PvP, goes over the the need for having an ontology of different kinds of PvP and activity definitions.
  - Even though non-consensual PvP is at the expense of another player, it still provides engagement and value to the game.
    - The engagement has been decreasing since 2018. Blackout bumped up the numbers at the beginning but saw a downward trend over time. Cyno changes resulted in a slow increase in PvE capital deaths and engagement.
  - 27% of supers that die, die during ratting.
  - There is no risk in most common forms of PvE. The risk is the hunters. Increased risk during the blackout resulted in a drastic decrease in farming.
  - A hypothesis is that non-consensual PvP is a gateway to consensual PvP, as well as a strategic option in sov warfare.
  - Non-consensual PvP is rarely profitable and the risk vs. reward calculation is asymmetric compared to consensual PvP.
  - There is also a balancing challenge: increased risk for hunters will decrease the risk for targets.
    - **Aryth** notes that there is a food chain here. Non-consensual PvP will escalate and make hunters become hunted. At that stage, it is a separate event and shouldn't be tied to the risk for hunters.
  - You could drive non-consensual PvP by adding rewards and active tools for hunters.
  - A graph showing the risk of mining in nullsec based on amount mined vs. ships lost for the last three years is up. **Olmeca Gold** and **Aryth** agree that the risk should be around 10% (10% of ship value lost compared to ISK/assets gained). **CCP Rise** notes that anything that goes over 5% will generally result in people not doing it.
    - In terms of the number of multiboxed Rorquals on a grid, the risk level stays the same, but the reward goes up. **Olmeca Gold** would like to see some diminishing return implemented tied to the number of Rorquals on grid.
  - Irrelevance tanking is one of the rare anti-malcanis mechanics, the bigger of a target region the more people are interested.
  - There are three types of conflict in nullsec whaling:
    - The helpless gank that occurs in the least defensive regions where farmers rely on not getting caught.
    - The 'gud fite' occurs in medium organized regions where farmers rely on not being caught and their challengeable defense fleets.
    - The DPS race occurs in the most organized regions where farmers rely on unchallengeable defense fleets.
  - The polarizing situation with space (empty vs. densely populated) is a problem.
  - There is a lack of staging points, capital umbrellas and local force projection. PvE design is hostile to hunters, local/intel has no granularity.

RESOURCES AND INDUSTRY

AGENDA: Discussion about the resources and industry changes in EVE Online.

- The primary motivation for the changes boils down to the ecosystem not being challenging enough. CCP understands that moon mining will be nerfed, and they are devising a plan to keep the basic ores meaningful so that players have a reason to look for them.
  - Ideally, CCP would like to increase the value of existing items by increasing demand, but it is easier said than done.
  - CCP wants to find a way to increase the value of underused ores while keeping stockpiles in mind.
    - **Dunk Dinkle** says that there may not be an excess of raw materials but rather caches of ships.
    - **Sort Dragon** notes that people will likely shift to T3s and keep their stockpiles for a later date.
  - **Sort Dragon** asks about the rise in ADMs with all the recent ore nerfs. CCP is fine with it for now. It should be challenging to keep ADMs up and they want to see how it goes. They would also like to introduce agency and choice to this system as there are no downsides right now
  - CCP asks what it means for a ship to be priced healthily on the market.
    - **Aryth** says that it would be between 5-15% above the manufacturing cost, which has been the norm for the last ten years.
    - **Dunk Dinkle** puts it in a different context. The goal should be the amount of the time it takes the average player to earn the ISK to fly a said ship.
  - One change CCP expected to see from the recent changes was an increase in asteroid belt mining.
    - **Vily** calls this fake data as it's just miners in high sec that are botters.
    - **Aryth** asks if the recent changes had any impact. The needle didn't move - anything that was coming from Collosals now comes from Sanctums.
  - CCP sees that the universe has more than what players need to sustain themselves and this is why they want to move to a dynamic system. Before this can happen, they want to reduce the ore enough for the market to go up again.
    - CCP needs to write a blog explaining what they think is the problem and what they want to do to fix it. This would potentially align the community on what is actually the problem in the game and get support for CCP to address it.

ACTION ITEMS:

- CCP to prepare communication explaining the ecosystem plans for the future.

RAPID CONTENT DELIVERY

AGENDA: Feedback on the bi-weekly cadence of content drops.

- Leading up to EVE Vegas 2019, CCP delivered a few updates to give credibility to the cadence, rather than making promises without having any substance to back it up. CCP is committed to continuing a rapid cadence for updates with different teams contributing to it. **CCP Dopamine** asks what everyone's thoughts are about the high cadence of delivering updates.
    - Overall feedback and sentiment have been positive. It is essential to have consistent updates.
    - Some changes did not go as far as people would like. There is also a feeling that bigger ticket items have been set aside. **Gobbins** suggest instead of releasing four new features, CCP should consider having two changes followed by two iterations in a loop cycle. For example instead of doing releases A1>B1>C1>D1 over 8 weeks, do A1>B1> A2>B2 where the second pass is purely iteration.
- **CCP Goodfella** thinks the focus should be that EVE has a high cadence catering to the EVE core, not specific team having to carry all the burden. **CCP Rise** says the most important thing for Talos was to cultivate the expectation that there will be content for the core, rather than that they will be fixing the game.
    - **Vily** disagrees and says that having a team work exclusively on two week iterations is the best thing CCP has done for the community in the last five years. There are some pressing issues in EVE that can give CCP decision paralysis when trying to fix everything at once – chipping away at them is the way to go.
    - The external perception is that no team is working on core changes besides Talos.
    - **Gobbins** doesn't feel like Talos needs to take on bigger projects, they can keep on taking bites as long as the bites keep coming.
    - There is now a "Talos" brand in the community and players expect the 2 week cadence to continue.
    - Teams that are working on the rapid content cadence should make themselves known to the community to help with the perception that everyone is working on NPE except Talos.
    - For the past few years there has been a controversial change and the perception of the community depends on the communication from CCP with the CSM.
        - CCP acknowledge identified opportunities to improve communicating all the different things they are working on.
        - CCP also needs to convey more information in patch notes instead of leaving it for a debate whether a change is intended or a bug. For example, MER is released without any context as to how CCP feels about the metrics. CCP agrees.
- **CCP Rise** asks how people feel about not announcing well in advance what is changing.
    - If people keep getting new content it would be fine.
- **Merkelchen** wonders if there would come a point where they run out of small things to change. **CCP Rise** says he can do this forever.

SHIP BALANCE #1

AGENDA: Discuss the upcoming balance changes.

- There are several items at various stages on CCP's list in terms of balance:
  - Capital balance with a sprinkle of subcap work too.
    - **CCP Rise** says that capital EHP needs to be addressed. The exact design hasn't been set yet, and there are several angles that could be used to approach this.
  - A broader discussion on ship and weapon roles.
    - Supers and titans could see a shift into an anti cap and structure role.
      - Their application isn't necessarily the painful part but rather that they are their own tackle.
  - Muninns could see more changes as people are tired of flying them.
  - People want more room to fly BCs, and BS – the team will look at bombs.
  - HAC metas aren't dead, but people are just tired of flying the same two.
  - Some fun balance team wants to look at is:
    - Make other dictors more viable
    - More types of bubbles
    - Blops update
    - Navy ships updates. They don't want navy ships to necessarily be placed in direct competition with T1 and pirate battleships.
  - Some numbers for command ships could be tweaked as there are only two that people use.
  - Heavy bombers will the last component of the capital/supcapital adjustments.
  - Team exploring diminishing returns for Logi, whether it is max HP going down or bleeding structure.
- Other feedback and suggestions from the meeting:
  - Loki and Tengu bursts are becoming more prominent, and **Vily** feels that the Loki apocalypse could be coming back.
  - A Triglavian dictor where the bubble gets bigger over time.
  - Make Keepstar weapons affect capitals only.
  - Ammo with fighter specific bonuses.
  - Acquiring materials for Triglavian guns is an issue, especially when they require more materials than the ship itself. **CCP Rise** is fine with that because it encourages people to run the sites and creates an incentive to do so.
  - Anti-logi modules.
  - Tech I versions of dictors and recons
  - Dictor bubbles with webbing effect or ewar effects instead of warp disruption
  - **Gobbins** asked about boosting dreads by reducing their fatigue. The CSM agrees that it wouldn't be the worst change in the world to give them more mobility and a niche role. **CCP Rise** says it's something that would be very easy to try at least.

SHIP BALANCE #2

AGENDA: Open session to discuss ship balance.

- Nullification was brought up.
  - A timed event was suggested for the nullification to test the waters.
  - Proposal to take away nullification from any combat-capable ships but giving nullification to T1 shuttles
  - T3 nullified ships are a bigger problem than nullified interceptors due to the fact they can refit and be fully combat-capable.
  - T3 nullified smartbombers are still a viable role, and they could get a module for that niche role that would prevent guns and missiles being equipped.
  - T2 shuttles were brought up as an alternative.
- **Gobbins** feels that the Zirnitra is having a hard time catching up with DPS to other dreads. The spread for the cost between a normal dread and the Zirnitra is a problem. **Gobbins** points out that dreads are consumable assets and are dying if they have more opportunities to use them.
  - The goal for Zirnitra was to have a new dread that is cheaper than faction variants.
  - Even when you ignore the current use of dreads, they have never been a problem historically. Sieging is committing to a fight.
- **CCP Rise** asks what how far the CSM would go in lowering supercapital hp.

  - **CCP Rattati** starts a conversation about titan kills and how they happen most often.
  - It's very situational and depends on how quickly support arrives.
  - A 200-250 bomber fleet could destroy a titan within 2-3 minutes before help arrives.
  - Dunk Dinkle brings up a past case were super was tackled by 100 Kikis. It melted FAX that arrived to save it, then the super, followed by six FAXes that were also coming to help.

  - The bigger issue is that supercarriers are a solo machine with support fighters and are able to take on a small fleet.
  - Heavy bombers would not be a viable solution to counter super capital blobs, giving sub caps a targeted weapon would be a better solution.

SHIP BALANCE #3

AGENDA: Open session to share ideas and discuss ship balance.

- **Gobbins** asks if cynos could be brought back on more hulls, for example Heavy Dictors.
  - **CCP Rise** says potentially, hics have been a consideration.
- **Sort Dragon** mentions that there is a desire to have escalations in fights, but recons limit it as they simply run out of recons at some point.
- **Gobbins** would like to find a way to get people to commit to short range brawling. Right now the extra damage trade-off for short range weapons is almost never worth it. **ExookiZ** mentions that the long range fleets are also fast, but it seems that speed is not considered as a balance factor with other elements. The long rage is difficult to fit and has worse tracking.
- **CCP Rise** wants to look at more payoff for using short range ammo.
- **CCP Rise** asks about the state of bombs and if their damage and sig should be lower. The idea is to make bombs a little stronger against Hacs but a little weaker against BCs and BSes.
  - Not the worst idea
  - **ExookiZ** mentions that missiles will disappear if the player launching them leaves grid, he would want to see something like that for bombers to make them commit.
- **Vily** talks about the current fight escalation and how at a certain point subcaps are just worthless
  - Titans cost 5x that of Supercaps but they have the same EHP so no one is focusing on the supercaps that absolutely nuke everything else.
  - He wants to see Supercarriers get a heavy nerf in EHP
  - Close range bombers get a speed buff
  - Long-range fighters get a tracking nerf
  - In his opinion, these changes would be enough to provide alternative escalation options

- General Feedback:
- Inhibitor feels a bit too squishy after the change.
- Suggestions & Requests:
  - Delayed spool up hard cyno for carriers
  - Cyno for dreads that can be activated only in siege.
  - Cynos that only allow carriers and dreads and a separate for titans and supers.
- Restore old jump ranges on dreads and carriers
- Give dreads range boost and fatigue reduction
- Webbing dictors could help combat the evasive coward meta

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WORMHOLES

AGENDA: ExookiZ talks about everything Wormholes.

For clarity, the meeting took place just before the WH war.

- A decision needs to be made in order to decide what wormhole space is supposed to be. It is difficult to think of good ideas, changes, or direction without figuring this out first.
- Currently, WH space doesn't have a lot of resources and the majority of ISK comes from blue loot.
  - The risk involved with making ISK is in a decent place right now. Before a player starts making their money, they will close off all the connections.
  - Most of the time, he will be farming in a different WH system. There is no escalation: you are dead upon being caught. When ratting with dread, they will usually have a carrier ready to roll any new holes that come in.
    - Triple Naglfar ratting in a C6 is the one of the most popular forms of high end of ratting
  - There aren't enough people in WHs given how big that space is.
  - Subcap forming is in a much better place than before the changes.
  - C4 sites still require big improvements due to issues with spawn ranges.
    - Marauders can be used for them but can also run C5 for more ISK.
  - Generally, wormholers will not mine the anomalies, but this may be seen as a jackpot by others.
  - Low-class PvE is in a good place.
  - The only resources from WH worth noting are gas sites and salvage.
    - There needs to be a change in the supply vs. demand dynamic.
  - There are a bunch of low-level gas sites and finding 100 or more in a row is not uncommon. The more valuable gas sites are rare and gated as the NPCs are considerably more difficult.
  - **ExookiZ** hypothesizes that fights in WH space happen because they go out looking for them, rather than fighting for resources.
  - Evictions generally will have one corp and their friends evicting another corp. This happens weekly.
  - **Merkelchen** asks if structure spam is a problem like in nullsec. **ExookiZ** responds: not really, low power structures will not survive more than a week.
  - **Gobbins** asks if the lack of asset safety was a conflict driver in WH space. **ExookiZ** does not really think so.
  - **ExookiZ** hopes that some low hanging fruit could be addressed to help with the recent Wormhole rolling defect fix.
  - **ExookiZ** feels that wormholers would have different opinions if CCP asked for one thing they could change. He does feel that more WH resources could be used for construction. Wormhole/Sleeper tech has not been used for anything beyond two ship classes.

CCP AURORA'S CHILI RECIPE

This recipe is something of an amalgamation of chili recipes I've made in the past, I've taken some of my favorite elements from each and I now make this semi-regularly. I've noticed a wide range in the heat of habaneros, the ones I grew in my garden had a bit more heat than store bought ones I made this with once which greatly surprised me - if you take a small piece of habanero and sit it on your tongue and it bites you hard after a few seconds that's ideal. If you like spice you'll find this recipe comforting, for others it's a bit intimidating.

INGREDIENTS

- 1/2 pound bacon
- 1 pound ground beef
- 1 pound ground pork
- 1 green bell pepper, diced
- 1 large yellow onion, diced
- 6 jalapeno peppers, seeded and chopped
- 8 habanero peppers, seeded and chopped
- 6 Anaheim peppers, seeded and diced (these are kinda hard to find in grocery stores - can be made without if necessary. Don't sub in more green bell peppers for these though)
- 2 cloves garlic, minced
- 1 1/2 tablespoons cumin
- 1 tablespoon crushed red pepper flakes
- 3 tablespoons chili powder
- 2 tablespoons beef bouillon (the powdery stuff)

- 1 28oz can crushed tomatoes
- 2 16oz cans whole peeled tomatoes (drain them)
- 2 16oz cans chili beans, drained (if you want to make this recipe keto just drop these and it works great)
- 1 12oz beer (I use Guinness)
- 3oz tomato paste
- 1oz of your favorite hot sauce (should be a decently hot one, Franks RedHot doesn't count but you can use it if you're scared. I found a korean chili paste I use.)
- 2 pinch of cinnamon (makes a surprising difference, trust me)
- 1 teaspoon fennel seed
- 1 pinch garlic salt
- 2 Bay Leaves
- 2 cups water

INSTRUCTIONS

- Prep: Spend 2 hours crying while chopping and seeding peppers and onions, combine all these into a large bowl. Don't touch your face after chopping the peppers, it's not fun.
  - Cook the bacon in a large pot and set aside. Leave a bit of bacon grease in the bottom.
  - Brown the beef and pork together in the large pot then stir in everything but the beans and bacon.
  - Reduce to a simmer for 45-60 minutes, stirring occasionally. Add beans and bacon and simmer another 30 minutes.
- Top with shredded cheese or whatever else you like on your chili.

Enjoy!

CCP Aurora
Community Developer

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