MEETING MINUTES

Winter Summit – February 18-21, 2019

Reykjavík, Iceland

The following meeting minutes have been taken during each summit session and reviewed for accuracy and context prior to publication by members of the CSM and CCP. Their purpose is to provide transparency on the CSM process to the EVE Online community. All 10 CSM members attended the summit.

CSM13	CCP*
1. The Judge 2. Sort Dragon 3. Aryth 4. Innominate 5. Suitonia 6. Jin'taan 7. Killah Bee 8. Brisc Rubal 9. Merkelchen 10. Steve Ronuken	**CCP Guard** – *Senior Community Development Lead* **CCP Falcon** – *Senior Community Manager* **CCP Dopamine** – *Community Developer* **CCP Burger** – *Creative Director* **CCP Mannbjorn** – *Executive Producer* **CCP Orca** – *VP Marketing* **CCP Fozzie** – *Senior Game Designer* **CCP Rise** – *Senior Game Designer* **CCP Larrikin** – *Data Analyst* **CCP Cemetery** – *Senior Producer* **CCP Bartender** – *Software Engineer* **CCP Ghost** – *Senior Strategist* **CCP Affinity** – *Senior Game Designer* **CCP Goodfella** – *Senior Brand Manager* **CCP Quinn** – *Senior Growth Marketing Specialist* **CCP Señor Coconut** – *Senior Web Designer* **CCP Dragon** – *Senior Content Designer* **CCP Paradox** – *Associate Development Manager* **CCP Shreddy** – *Live Producer* **CCP Sledgehammer** – *Content Designer* **CCP Jörg** – *Art Director* **CCP Time Runner** – *General Manager* **CCP Coyote** – *Content Designer* **CCP Curtis** – *Event Lead* **CCP Myrkur** – *Lead VFX Artist*

*List does not name all the CCP employees that attended the summit sessions, but only those appearing in the minutes.

CSM13

COUNCIL OF STELLAR MANAGEMENT

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SUMMIT WELCOME SESSION

CCP Guard explains that the leadership team will be coming in for the first session. They want to talk about some things which are happening in the background and want feedback from the CSM on general plans. Various practical things regarding the summit are explained and discussed.

Aryth writes on the whiteboard some of the most pressing topics CSM would like to discuss with CCP this summit:

- Capitals
- Attributes
- Insurance
- Monetization

Sort Dragon asks what's up with the new TV's around the office. They have been installed as part of the CCP's efforts to be more data-informed organization and monitor various statistics from Tranquility.

CCP Guard asks if there are any other questions or concerns about the schedule. **Brisc Rubal** inquires if CCP will share the EVE Online roadmap for 2019 with them.

Aryth asks if any of the discussions have a follow-up session scheduled for later. Only a couple of topics do have a follow-up session. Several gaps in the schedule have been left for situations when CSM or CCP would like to request an additional session.

Jin'taan asks if there is anything besides the minutes which would be released. **CCP Guard** clarifies that CCP might record some content for EVE Pulse or social media. **Sort Dragon** asks when the CSM would meet the art director. This will happen during the Art of EVE session.

CCP Guard drops the bomb and says that he has accepted a new job at a different company. He clarifies that it isn't Riot or any other gaming company. He also says that this is a personal decision coming from a desire to try something different in life after 16 years at CCP and emphasize that he still loves CCP and the EVE Online community to bits.

Jin'taan is concerned that some extremely big shoes will be left to fill. A handover period is ongoing. CCP Guard's tasks and responsibilities are being distributed to other members across the organization. **CCP Falcon** informs everyone that they will be seeking someone with great EVE knowledge rather than Community Management experience as the latter is easier to train.

Brisc Rubal says that announcing his departure without having some replacement coming in would result in a negative community impact. **Sort Dragon** adds that CCP has a history of giving empty promises and that the community might not be keen to believe it.

Aryth suggests a final Permaband song.

Sort Dragon asks if CCP Dopamine is being brought over from Nova Community to EVE. **CCP Falcon** confirms.

Sort Dragon follows up with a question if CCP has considered headhunting specific players for the position. **CCP Falcon** responds that they have considered that.

EVE LEADERSHIP TEAM

CCP Guard explains that this meeting is to inform CSM what has been going on internally and get their feedback on various points.

CCP Mannbjorn wants to give an intro of what has happened in the last 6 months and explains that they have been focusing on strengthening their team and this is across the board within the company. For example, the team has not had as many game designers in a long time as they do now. **Brisc Rubal** noted it was good to see so many new faces at Saturday night's CSM mingling event, and that it would be a good idea for the team to introduce some of these new staff to the players, because it helps to contradict the common belief that there are fewer staff working on EVE than in the past. **CCP Mannbjorn** says that it will take some time to get to full momentum and that is not an excuse, but rather a matter of fact.

CCP Burger goes on to say that a new small "Ninja Team" was formed which is focusing heavily on UX and quick fixes for all kinds of obvious issues related to user experience and flow inside the client. One example was PLEX not selling successfully and being moved from the vault to the inventory, causing a lot of confusion and stress for users.

CCP Mannbjorn goes on to say that there is also a heavy focus on some security and backend issues. This includes problems like botting which has caused players a lot of concern lately.

Merkelchen says that last year was in big part consumed by the player acquisition and asks what the current schedule is and if any low hanging fruits have been addressed. **CCP Mannbjorn** replies that they are not particularly looking at low hanging fruit, but rather addressing old issues that need immediate attention.

CCP Guard mentions that during the last summit there was plenty of discussion about the performance issues around big fights, which is not such a *hot issue* this time around.

Sort Dragon says that lately there haven't been any high population fleet fights. **CCP Falcon** responds that the team is aware of that.

CCP Mannbjorn says that EVE China required a lot of technological changes which required a lot of manpower, however the team is now managing to capitalize on that investment which was always going to be a technological benefit to TQ. He goes on to say that working on the funnel is something they are doing and the newly formed "Ninja Team" is partly responsible for that. Like discussed earlier we want to eliminate some *"stupid problems"* in the game which should simply be fixed.

Brisc Rubal says that when Seagull was at the company there was a vision. After Seagull left there seems to be a lack of a general vision available to the public. He urges CCP to release some information on their long-term plans for the future. This is especially important because any misstep or issue, followed by a communication vacuum leads to the players assuming the worst. **Jin'taan** adds to this that there is no public face which is reassuring the community that things are still happening.

Jin'taan has an issue with the fact that the community sentiment is that the company is being stripped down when in reality it is actually the opposite. **CCP Orca** asks if using the new EVE Pulse video series to introduce some new faces within the company could help with this perception.

Sort Dragon then says that there is always a face of the company, whether it is Tuxford, CCP Guard, Oveur and so on. **CCP Burger** was asked if he is going to be that new face. He replies that he will be involved in becoming a "face" of CCP. **Sort Dragon** says that CCP Guard needs to be less visible in new videos due to his imminent departure.

CCP Mannbjorn changes the subject and says that there is a lot of new developers coming into work on the engine and a massive blog is expected to go out next week. **Sort Dragon** says that the perception is not good due to CCP Guard leaving, the AT being "cancelled" and hires being posted for another game in London. **CCP Mannbjorn** says that all the problems the world has been throwing at them and new challenges they need to face are not helping either. **Brisc Rubal** says that this is all well and good, but the players don't see that.

CCP Guard says that they are also changing things internally, like not associating individual developers with particular feature blogs but instead attributing them to a team. In the past developers who took it on themselves to post on behalf of the team sometimes got focused too much by the community as if they did all the work and made all the decisiosn. However, he admits that they may have become a bit too reclusive. **Jin'taan** suggests having a picture of each team available online.

Sort Dragon asks about Hilmar's "hold my beer" tweet. **CCP Burger** brings up a dump of general character ideas which range in various art related changes, alliance identities etc. We learn that these are just inspirations and exploration exercises - there is no timeline for any of it currently. **CCP Burger** does say that it has been 9 years since the characters were touched and other games will be catching up soon.

CCP Burger shows some UI concepts while saying that these are also some of the most expensive things to add. **Sort Dragon** immediately asks for opt out. **Steve Ronuken** argues that a good UI shouldn't require an opt out. **Sort Dragon** responds that for a main account this perhaps makes sense but not when you have 10 accounts and see 10 things pop up each time. An option would be to disable animations rather than opt out entirely.

CCP Burger shows some UI concepts for a new character selection screen. **Aryth** says that the selection screen should place last used character first, like it currently does. **Steve Ronuken** says that having a launch group in the launcher which can specify the characters you want to log in with and that character is automatically selected is a bless.

CCP Burger brings up the EVE Portal, and EVE Portal 2.0. He says that they have stopped working with the company that originally worked on Portal and moved the new project in-house. The team has a very ambitious plan, and Unreal 4 engine that is used gives them lot of potential. **CCP Burger** says they don't want to jump the gun and will simply show it when it is ready.

CCP Falcon adds that the internal presentation they received has left them very impressed.

CCP Burger goes over the EVE Online roadmap for the year next. After a bit of back and forth between CCP and CSM the session moves to another topic and **CCP Burger** talks about the next expansion, how it will have a more story driven content and a change in cadence.

Aryth shifts the focus to the CSM list of issues:

- Everyone knows about the capital issues that will be discussed in later sessions.

- Attributes – CSM just want this feature to be removed. It is confusing to new players and causes issues when it comes to learning implants. There is also an unnecessary level of complexity added at the very beginning of the game. New players finding out they aren't optimized is super discouraging and can make them quit the game early. **CCP Burger** asks if removal of attributes would be a problem for our community and the CSM says that it wouldn't.
- Insurance - it's an ISK faucet but they would want to see this removed from caps and super capitals. Losing a Guardian is about as expensive for the alliance as losing a FAX, which means that there is no incentive to use anything. **CCP Falcon** says that if the capitals got a very good balance pass, then removing the insurance would be an option to keep in mind.
- Monetization was the final point brought up by the CSM. **Aryth** says that they want to give CCP money, for the right things. **CCP Burger** says that they want to take a holistic approach to SKINs in general. There is a new monetization director coming in who was a hardcore player. Scarcity for SKINs as it is now, is something that **CCP Mannbjorn** says doesn't really work - not being able to buy discontinued SKINs is frustrating.

Due to time constraints this meeting was ended and CSM could not cover everything they wanted. Other topics will be discussed in sessions throughout the summit.

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SHIPS AND MODULE BALANCE

Aryth says that CCP Rise is their favorite dev and that this should be listed in the notes. **CCP Rise** reminds the CSM about the capital session tomorrow so they should spend time discussing other items.

CCP Rise says that since the FAX work there isn't a standout sub cap problem, perhaps except Ferox, Loki or Muninn. A preferred approach is to introduce a mix of nerfs and buffs that will add things to the meta rather than remove them. He does recall that navy ships were discussed a decent amount last year and that it is still an option. The CSM then goes around the table bringing up suggestions:

- **Innominate** mentions Interceptors, the taxi ceptor and the NPE. Nullified shuttles were mentioned as an alternative since they lack any combat capabilities. **CCP Rise** asks if there is frustration with nullified ceptors. The scale of the problem is lower than before, but it is still a concern. The consensus is that nullification is removed on combat ships and given as a travel role. The big issue is also with the instawarp nullified ceptors. While data needed to validate this argument is currently unavailable, **CCP Rise** mentions that they do want to investigate a way to get a better sense of the situation and impact it has on the game health. Understanding if this has negative or positive impact on the game activity is important.
- Warp acceleration was brought up and whether the bigger grids would allow for some adjustments to the interceptors. **CCP Fozzie** explains that the way the current system works is that there is a cap on how quickly one can come out of warp. The grid size alone wouldn't be enough to make a large change to the cap but there are some ideas floating around on how to handle this.
- **Aryth** says that there has to be some way to make ratters stay on grid for longer, primarily to address botting issues and make botting way more dangerous. An alternative to have no aggressive setting for drones was brought up. This does however come up as a detriment to normal players. Another suggestion was that the ISK is only paid after the site is finished, like it is working now with Incursions.
- **Suitonia** asks about ECM ships. Blackbird and Falcon function well, but Griffin Navy issue and Rook not so much anymore. **CCP Rise** inquires if those two ships should become more tanky. S**uitonia** suggests that:
    - The Rook should be made more tanky at the expense of a damage bonus.
    - GNI should perhaps be more kitey and a MWD signature radius bonus on the GNI could be nice.
- **Jin'taan** brings up the combat interceptors and their current lack of a role. Increasing their survivability by giving them ADCU or a temporary sig at 1 or no bloom from MWD. This would turn them into a dedicated anti fighter platform which would could be super cool. **CCP Larrikin** speaks about defenders but for drones. Creating a system where you want, and need, to have a subcap fleet to deal with capitals is nice. This would also be an effective guerilla warfare ship to defang response fleets and so on.
- Make ewar give more feedback to see the effect and impact players have on the game. **CCP Rise** says that this is being actively discussed within the EVE development team right now.
- **Steve Ronuken** is next to join the conversation:
    - He suggests t2 salvage drones. **CCP Rise** writes it down.
    - He points out that making cyclones results in lost money.
    - He would also like a new source for the Leopard.
- Afterwards, **Killah Bee** eagerly provides his feedback:
    - He would want to see the optimal range of the Ferox lowered slightly which would open the possibilities for more counters.

- o He mentions that the 720 arties cycle twice before armor reps which makes the Muninn very effective. Right now, the only way to counter this is to use Feroxes. He states that a tiny nerf to 720 rate of fire would fix this.
  - o He finally mentions defender launchers and how they are good at countering bomb runs. Requiring 2 defenders to destroy a bomb is not very practical as they have no AI and don't prioritize targets in any way.
- **Jin'taan** says that they would like to see the bombs to be more disruptive to fleets. The current outcome is binary – you either nuke the fleet or do nothing. **Innominate** says that he is rather happy with the current state of bombers.
- **Sort Dragon** asks if anything has changed with bombs regarding resistances and how many bombs can go off. *The short answer is no* – says **CCP Rise**.
- **Brisc Rubal** agreed with Innominate's concerns with interceptors and reiterated the desire for nullified shuttles to replace interceptors as the taxi ship of choice. As for other ships, he mentions that the Zealot needs a buff, Proteus is too slow and the Legion just kind of ~~sucks~~ underperforms. His biggest issue is that the Loki is a jack of all trades. **CCP Fozzie** feels that they gave it too much Power Grid.
- **Jin'taan** asks if CCP has considered removal of the Skill Points loss on Strategic Cruisers. **CCP Rise** has no strong opinion. **CCP Fozzie** says that this is one of the more defining things about the ships. CSM disagree with this as this is the only ship with adjustable slot layouts that is able to remove rigs.
- **Brisc Rubal** says that a Monitor would greatly benefit from some probe/drug bays to be able to bring drugs and to allow FCs to cycle probes. The lack of having any space in the cargo hold for the FC ship has been a common complaint (along with the speed) from FCs about using it. **Killah Bee** also says that the Muninn is faster than the Monitor now.
- **The Judge** says that the SOCT and CONCORD ships are in a bit of a dead point. They are a "Special" ship but they are super dated in other regards. The ships feel like they are missing something or are just generally underpowered. He feels that they should definitely be used more. **CCP Fozzie** says the SOCT ships are very popular across the board but the CONCORD ships are mostly just to look pretty.
- **Sort Dragon** has a few things to mention:
  - o Damavik needs to be looked at. **CCP Rise** says he has a plan for this ship, but it has already received two passes. The Triglavian ships needs more attention as they are monsters in all categories.
  - o Since the only battlefield currently in use are the Megathron and Apoc a request to buff others is put forward. Seeing a Typhoon fleet again would be refreshing. **CCP Rise** says that battleships are one of those classes which are used all over the place and each one is utilized for specific scenarios. However, they are mostly seeing the large-scale use of battleships.
  - o Multi booshing and the general use of it is brought to the table. Current player perception is that this is broken regardless if you are on the losing or winning side. **CCP Rise** comments that this hasn't caused a concerning number of issues. **Brisc Rubal** says that this can be fixed when everything else has been fixed.
- **Merkelchen** suggests giving interceptors an MWD speed bonus to make them faster on grid as a tradeoff for removing nullification. This would achieve similar things as the faster warp. **CCP Fozzie** says that they want to find something unique for them and this is definitely something they can consider.
- Lastly, **Jin'taan** says that any small changes would help with player perception. He brings up the Tiercide. **CCP Rise** says that they prioritized the balance work which was needed the most.

WAR DECLARATIONS

CCP Fozzie starts by saying that the CSM is mostly up to date with the plans for wardecs. He then continues to explain changes that are expected to hit TQ in May. One of them is that attackers need a war HQ. The structure will be highlighted and public. This will also highlight allies to let defenders know they don't have to be the ones to blow it up. The war ends when the HQ is removed from space.

Steve Ronuken has some concerns about the time it takes to destroy a structure.

Jin'taan notes that the corp hopping for aggressors to jump to a new corp to declare war again on a corp which has surrendered will become more of an issue with the proposed changes.

Innominate asks if the 7-day timer to rejoin a corp at war is still in the system. This is correct.

Sort Dragon asks if the HQ timer will become a public knowledge. Negative, only the structure location would.

Steve Ronuken asks about a war being declared for a corp which drops out of an alliance before the war is declared invalid. **CCP Fozzie** responds that this is to prevent people just completely deflecting them. He does acknowledge that the email notifications for this could be cleaned up a bit.

Jin'taan mentions that more intel for wars would be nice, such as targets location. **Brisc Rubal** pointed out that the pro wardec community has specifically asked for two things:

- Bringing back the watch list or tweaking locator agents to provide more information so that hunting for war targets can be viable gameplay again.
- Add structures to locator agents to make it easy for attackers to identify locations where fights might be had on structures.

Innominate notes that the attackers just want targets fed to them. **CCP Larrikin** replies that fundamentally wars are about the structure.

Jin'taan asks if having a new PvP system that introduces danger to high sec space, like the old wardec system has been considered. This isn't something that the development team has considered.

Further clarification is given on how wars are inherited: Alliances cannot inherit aggressor wars as the corp will be blocked from joining the alliance until after the war ends. In case of defenders the alliance will inherit the war.

The intent of this system is for players to defend their structure once, before attacking or countering with a war declaration. The issue with the timing of the wardec versus the vulnerability day of the HQ structure that can cause some issues for the defenders being unable to do anything in the war before it ends is raised. **Innominate** suggests counter wardec to be free of charge.

Aryth asks if the surrender will be an option in the new system. There is a concern that one side of the conflict can be locked into the war without an ability to join alliances that should be investigated. **CCP Fozzie** responds that the new mutual system is effectively a gentlemen agreement to fight and this would not be possible *(no structure requirements or ISK fees)*. Either side can bow out if they want which starts the 24-hour cooldown. **CCP Fozzie** states that changing the Mutual Wars name is still on the table.

CCP is considering a flat fee of about 100 million ISK for starting wars instead of using the current formula. **Brisc Rubal** says that if we want a formula then it should be cheaper to declare wars on the larger entities than the smaller ones. **CCP Fozzie** explains that views on this change every few years in EVE. To make things simple, the team is planning to eliminate this discussion entirely.

Neutral assistance is being discussed, specifically the changes from the suspect to criminal timer for neutral repping. Additional changes are being investigated that will address the inability to interfere with structure deployment under certain conditions.

Brisc Rubal brings up neutral FC's in wars in high sec. **CCP Fozzie** says that the team is open for discussion if we can find an elegant solution.

In addition, there is no cap on wars. Different structure can be used in case of multiple wars, but also the very same structure can be listed as the HQ in multiple wars.

Brisc Rubal says that this entire change is very fair and a good overall. **Sort Dragon** agrees by stating his excitement. In general, CSM is pleased with the process and happy that they have been involved early to provide feedback on the matter.

Brisc Rubal and **Sort Dragon** ask about the metrics to see how these changes affected corp retention, but it is simply too early to make any conclusions. Initial signs are positive, and CCP hopes this trend will continue.

Sort Dragon feels that declaring war on the same person again should prevent moving the HQ elsewhere.

The last bit of information given is that existing wars that do not involve any structures will be grandfathered. After some time is passed, they will be automatically cancelled.

EVE ONLINE LAUNCHER

After a brief introduction, **CCP Cemetery** updates everyone on the progress done with the launcher and shares the direction for the future.

There is a lot of people who work on the launcher from different teams across the organization that have many conflicting priorities. As a result, active development is put on hold while CCP reviews data, evaluates player's feedback and designs until next big push.

CCP Cemetery shows several background images for the launcher that are still very much a work in progress. **Jin'taan** asks if this is a replacement for the splash screen in the game client. *Not specifically* – replies **CCP Cemetery**. Having a different image each time launcher is open is cool, but not something the team has considered. The desire to have these bundled and available for fansites to use was mentioned.

Sort Dragon mentions the number one request he saw was to have a second column for accounts in the launcher. **Aryth** chimes in saying the Omega and training status was also heavily requested.

CCP Cemetery mentions that the 'Remember Me' button required collaborative effort of three separate teams to have it working as intended. **CCP Cemetery** then talks about the change to the token system which relied on a system that would frequently break. Luckily, this is no longer the case and random outages should not be happening anymore. The team is currently not aware of any major problems with the launcher. **CCP Cemetery** brings up a slide to help everyone in the room get a better grasp of how much work went into getting the new launcher versus what players might have thought by only noticing UI updates.

CCP Cemetery continues that the biggest feedback with the new launcher was to fix things that were already fixed in this new version *(and the addition of the clock. We must not forget about the clock).*

Jin'taan suggests having a default character assigned to each displayed account to directly log in with that character in-game is desirable.

Sort Dragon brings up the 'Buy Omega' ad, which is a bit misleading and gives the impression that they need to get Omega on one of their lapsed accounts. Even thought it was just a generic advert, having a visual indicator would solve this.

A shared authentication between accounts was brought up by **Steve Ronuken**. Having to verify numerous accounts can be a hassle!

Merkelchen asks about having some added functionality or a way to assign clients to specific monitors easier. **CCP Cemetery** replies that where they go from here with the launcher and added functionalities is unclear, he likes the suggested ideas, but they need feedback and more requests from the community as some only appeal to the power players right now. **The Judge** says that this makes a business case for itself as it would give CCP the chance to ban any third-party applications which would achieve similar things.

CCP Cemetery is not dismissing this idea, but there is an inherent risk with adding more features into the launcher and they prefer to be safe than sorry. The emphasis right now is on features that are low in cost and can benefit most of the community.

The discussion about ads in the launcher was brought up. There is only one ad displayed and the rest is news and updates from CCP, much the same as the previous version of the launcher. Therefore, there are no plans to remove ads from the launcher.

CCP Cemetery moves to the next change that is highly likely to happen: more information displayed for each account status. This is something they really want to address at the earliest convenience. **Sort**

Dragon says that if another column is not a possibility then the option to change the size of each column would be a good compromise, something like a compact mode for the launcher info. Launching groups did help here.

EVE PORTAL 2.0

Round of introductions is made between the developers and the CSM.

CCP Time Runner presents a brand-new EVE Portal app and goes into explaining what the players can expect from it when it is released later this year.

The CSM provides feedback on different items that are being showed. Many questions are raised, some lead to discussions about the future of the new EVE Portal and all the possibilities that come from developing the app in-house as oppose to it being outsourced.

Due to amount of confidential content shared during this session the minutes have been redacted. However, CCP plans to reveal more information about the app in the near future, so the community won't need to wait long to see it.

EVE Culture and In-game Identity

CCP Ghost starts by talking about his role change within the company. As a strategist on the analytics team he looks at data to figure out what is the sauce of EVE and what of our data is actionable. His findings are that connections and meaningful relationships in the game are the answer.

He uses the analogy of EVE Players and their corps being similar to tight knit tribes with their own unwritten rules and codes rather than some structured societal constructs. He then asks CSM if they have enough tools to accomplish this, and whether better tools would be something they want.

The CSM members bring up a few of their own examples, like the interesting data that Goons have which isn't available to everyone. If CCP could provide something like this to other players or an in-game version of it then that would be a start.

Jin'taan says that Alliances don't even have taxes.

Steve Ronuken goes on to say that the data would help however the actual social aspect of it is something the players would entirely police. Forcing anyone to comply is not something which can be done and casting a player out can lead to him simply quitting the game.

Brisc Rubal says that instead there should be better ways to demonstrate your membership in groups and give players a way to wave their flag.

More examples are brought up, this time about how players have made their own alliance tax and enforce their own rules on members. **CCP Ghost** says that giving players a way to wave their flag is obviously a good idea but wants to stay on the topic of mutual value between the player and their group and how that can be made more visible.

Sort Dragon says that it is the people who keep other players in their groups. A better corporation management system would help with that and prevent burnout. It is believed that no matter what new feature is added to the game the "tribe aspect" would not change and that improving existing tools is way more important. SRP relies on external tools almost entirely. A better management system which includes the services everyone expects these days would help smaller groups a lot and stop them from collapsing.

CCP Ghost asks for examples of improvements that CSM would like to see:

- Current roles are confusing and not self-descriptive
- Ship Replacement Program
- Fleet pings in the notifications list
- Topping up the SRP wallet is difficult
- A blacklist system
- A combined UI for everything that a CEO needs to run a corp (ACLs roles etc.)
- Alt and member tracking

CCP Ghost asks about the recruiting process and members explain that some of them have an internal screening system. It is acknowledged that recruiting is difficult for new groups and that the ability to kick people out faster would be appreciated.

Suitonia brings up the Agency and Fleet Finder. He thinks that a public Fleet Finder could help form tribes.

The bottom line is that the number one way to get people to stay in the game is to get them to play with other players and give them an identity in a form of a group.

Sort Dragon suggests making the Keepstar logo bigger.

More random comments can be heard around the room:

- Corporation logo is super outdated
- Alliance logo process takes too much time
- Display corp-related activities in a form of the leaderboards. Show who mined or paid the most taxes. Maybe even have it integrated with the Activity Tracker.
- Corp/alliance tournaments. It is requested to iterate on the medals and turn them into automatic achievements that can be defined by corps
- Alliance uniforms with ranking system like Pizza did ages ago
- Alliance level moderation in chat and even local channels in sov space.
- There is also the matter of automating things like uniforms, having presets for poses and uniforms to make swift transitions.
- Getting some more visuals for ranks.

CCP Ghost asks for some feedback on fleets and the process of setting them up. In-game notification system for fleets going up was requested in response, because right now there is no easy way to create public fleets without weird workarounds.

Aryth would be curious to see the retention rate difference between large corps vs small ones. This metric should also be based on player rather than accounts.

Couple of points were brought to everyone's attention:

- Corp search is rough and could use some love, specifically the recruitment page.
- Zkillboard is used to gauge activity but doesn't work for non PvP corps.

The Judge mentions an example of people gaming the recruitment system from an old NPE where they would always be at the top of the page to get new players in and then extort them.

To sum up, elements that increase corps activity in-game and make their efforts more visible should be added.

At the end, people briefly talked about a player rating system for corporations, like reviews. Suggested adding a general activity over time zones and brought up concerns about possible review bombing.

SKILLS ON DEMAND

Team Genesis is here to talk about skills on demand that will hit TQ with one of the upcoming releases.

Skills on demand will offer an additional option to purchase the skills through the character sheet without removing existing skill books as physical items. The team will use this opportunity to look at prices of all skills as some of them have not been touched in years. A convenience fee is being considered as well for this.

It is noted that not all skills will be available to be purchase using this method, like those that are obtain through gameplay. This will also be true for collector's skill books and some of those only available in null sec.

Remote activation of skill books will not be an option. **Innominate** says that any skills from NPC school stations are reasonable to add, empire restrictions are not going to be retained. This feature is designed to make life easier for everyone, not only the new players. Discussions shifted towards the convenience fee and an attempt to identify the 'sweet spot' that will ensure this feature is used. After a bit of back and forth most agreed that 30% fee sounds about right.

Following this, a discussion about player-made skill book markets in null sec and ways Skills on Demand will affect it has started. **Jin'taan** argues that new players who are paying insane amounts for skills in null sec is not beneficial and that Skills on Demand will curb the market in null sec. **Brisc Rubal** also noted that by charging a fee that is considerably higher than what you get from buying the book in a station, it won't completely destroy the skill trading market that already exist.

Aryth asks if using the corp wallet is possible to pay for the skills. No definite answer has been given, but the team will look into it.

Request for an option to do e-skill starter packs for new players in corporations was made and various implementation methods were discussed next. Whether it would an approval system or just the option to inject skills into other people's heads.

This feature would open the option to explore many of these options in the future as well as the option to buy and inject all skills listed in prerequisites.

CCP Affinity asks how the CSM thinks the community will feel about the price adjustment. They joke that reddit will implode, however, in their opinion, this won't be a significant change.

Innominate suggests to not have any ISK cap on the convenience fee. Paying some extra bill instead of going through the logistics of shipping down a skill is something people would have no issue with.

Sort Dragon suggests that this should be done together with removing or changing attributes. Development team says that a discussion on attributes has not started yet and is unlikely to happen in time for this. The Loyalty Points store skill books were brought up and CSM is hesitant about a removal of this feature. Having them on the character sheet at a considerably higher price is one option. **Brisc Rubal** segues this into a FW pander.

In brief, CSM basically have no complaints about this planned feature.

Q1/Q2 Marketing Plan

CCP Goodfella starts by showing the DAU since just before EVE Ascension.

The most noticeable spikes since Ascension are from the Into the Abyss expansion, Double SP weekend and 13 days of EVE. The plan is to run another double SP at a later point (with a better name). Finally, the Q1 and Q2 plan is shown and **CCP Goodfella** is asking CSM for their feedback.

Sort Dragon suggests turning Skills on Demand and capital balance into campaigns. **Jin'taan** recommends combining Skills on Demand with another QoL changes and making that a campaign.

Several points about future marketing plans of EVE Online are being vigorously discussed.

The upcoming expansion will be featured on Steam. **Jin'taan** suggests getting members of the development team to play EVE over a period of time on stream or in a form of a video. **Killah Bee** notes that some YouTubers get turned off the game rather quickly due to EVE Online complexity. He suggests pairing new YouTube content creators with veteran players and then mentions Destiny who started streaming and left after like 2 months due to griefing and toxic behavior.

Killah Bee thinks getting Bjorn Bee involved is a great idea because he is very neutral and works with the streamfleet folks.

CCP Goodfella explains that during all these campaigns around the expansion there will be a lot of support set up to help with retention, such as websites and videos to name a few.

Merkelchen talks about a streamer who was trying out the game. The streamer had difficulty figuring out what to do, but it was fun to watch him find his way around. Ultimately, he got dragged into a fleet and taken on a roam by other players. It goes without saying that streams of big fights always bring in viewers due to the reputation of the game. For those, having somebody explain what is happening would be extremely beneficial.

People get into a discussion about Insane plans of null sec invading high sec. This is not new player friendly at all, but it had to be mentioned, because the plan is just completely nuts. Good times.

Brisc Rubal asks if there has been any impact with the new recruitment program. There was a positive impact, but it was short-term. Team Surge does have a developer now on the team which will help with making small changes more frequently and faster. The bottom line is that there is much more potential.

Aryth asks about the ARPDAU of the 13 days of EVE and what the driving factor of the increased revenue. **CCP Goodfella** explains briefly that one of their primary focus is on getting people back into the New Eden.

CCP Señor Coconut joins and shows new designs for the EVE home page to replace the current one that has been around for quite a while. That initiates a round of feedback from the CSM members:

- Some CSM members feel that 'Play Premium' sounds very P2W but they agree that it is more descriptive than 'Play Omega'. Team Surge has A/B tests planned to try various ways of phrasing it. The option to play the game and pay in the same day has been added back.
- Feedback about a buried download button was brought up. After a light discourse it was made very clear that having a download button is a must.
- CSM was pleased that the ship selection is coming back. **Jin'taan** suggests having some more reasonable ships to get into as a new player.
- Player generated content will have their own section on the page too in addition to the CCP news.

Another page designed with returning players in mind was presented. It has the option to download the game client, recover account and renew omega. This whole page is heavy on new visuals and contains a list of new features, events and any current information that is relevant to returning pilots.

It takes about a minute to sign up with an account in EVE. CSM argues that downloading the client should be a priority as they have no idea how long it takes to register an account.

Aryth is puzzled why it is not possible to track where the user comes from and why there is an issue with tracking it to begin with. CCP explains that this is incredibly valuable data to them.

Brisc Rubal moves this over to a different discussion and asks if there are plans to update the old community and support pages. Some of the pages will retire while the content of others will be added to different existing pages. This however is something that needs to happen in collaboration with other teams as the pages are in part owned by others. The EVE front page is one of the websites that belongs to Team Surge and is considered a priority.

CCP Goodfella asks if the setup wizard gives a weird feeling and if it should be modernized. CSM doesn't find it weird. **Killah Bee** says that the worse issue is that the community page is out of date. He also says that the in-game ads are an even bigger problem. **CCP Goodfella** replies that he will get the CSM into a slack channel so that they can communicate this to them and assures all CSM members that he will delegate the issues accordingly.

CCP Quinn also explains that the situation has changed since the last summit. There are a dedicated team now that can handle their feedback and do not have to relying that much on other teams to get changes through.

CAPITAL BALANCE

CSM members prepared a list of issues for this session:

- Capital Weapons
    - Heavy fighters apply too well
    - Light fighters also apply too well
    - Sirens are problematic
    - HAW weapons on Titans
    - LR Titan guns tracking subcapitals 150km+ away
    - Subcaps can't interact well
    - NSA makes Supers and Carries too good at gate camping and space defense
    - T2 cap guns too expensive/weak (on Dreads)

- Capital survivability
    - Titans and Supers benefit from remote reps too much due to their high resistance
    - Capital insurance makes Fax and Carriers too cheap to lose vs equivalent Subcaps
    - Ratting Carriers, Supers and Rorquals can be permanently aligned resulting in minimal risk. This also escalates capital proliferation problems.

CCP Rise looks over the list and the only thing that the CSM has that hasn't really been discussed internally recently is the insurance. **CCP Rise** does say that they are looking into mechanics to disrupt remote reps but that's not going to happen soon. They would like to explore some quicker solutions. **Merkelchen** points out that the main issue is that one Fax makes 7-8 Dreads useless. A multiplier can be applied to groups regarding insurance for adjustment, so this is super easy to change on a group level.

The idea of Dread brawls is really enticing, and it should be looked at first. The main issue is the cost of the T2 guns is too high for the offered performance. The CSM suggests making them better by increasing the damage. Buffing the T2 guns would be a worry for their effectiveness on Titans. **Innominate** doesn't think that they wouldn't be that much of an issue except for the HAWs. The main change they want to see with the T2 guns is to be more effective in small scale PvP encounters. In flights it is not such a big deal.

Suitonia and **Sort Dragon** say that CCP should really consider changing the insurance by removing it. If they would like to do this, they should also adjust the mineral cost of the Dreads.

Jin'taan asks if HAW weapons can be nerfed on the Titans or buffed through siege.

CCP Dragon asks how they feel about lowering the insurance payout of Dreads. The CSM explains that they want them to be more effective but in return cost more to lose.

The CSM doesn't want to see the Dreads changed in such a way that people wouldn't use them. **Sort Dragon** speaks of a plan they had thought about: using 1,000 Dreads and dropping them on Titans. They didn't go through with it because they weren't sure they'd kill anything. **CCP Paradox** adds that it sounds like the base problem is always the FAX. **CCP Rise** feels that the damage projection issues don't specifically involve the FAX.

Steve Ronuken points out that there is no reason to bring a Guardian if you can field a Fax.

Brisc Rubal takes the conversation back a bit and asks what is it that they want to achieve. He notes that one thing players often desire is that Titans and Supers used to require a subcap screening fleet, and that many wish this gameplay would return. Making it harder for Titans to be able to handle subcap fleets alone would bring back the need for Titans to rely on subcaps. Finding the middle ground with these changes is difficult. However, addressing the HAWs on Titans is something the CSM agrees on. **CCP**

Fozzie asks how they feel about the nuclear option of just banning HAWs on Titans. CSM members nodded their heads and just said *yes*.

The next discussion is about the requirement in existing navies for the largest ships, because, for example, you wouldn't use a battleship main gun to shoot a tiny gunboat. The same should be the case in EVE, where big ships are designed to fight big ships and they are not as useful to kill small ones.

This conversation ended abruptly and everyone move to talk about shifting HAW bonuses to the siege and finding some other solution with the LR guns. Currently with the fleet of Titans they simply don't need to use any subcap support because they can just equip HAWs and LR and have a 300km ball of death. Titans have become so common place in the game too. A frequent change cycle should also be considered, for example starting by reducing the range and if nothing changes look at banning them.

The issue with the game right now is that any problem in the game can be solved by dropping a Titan on it - they are just too good at everything. Roaming also does not happen because Titans can just be dropped everywhere. This wouldn't be a problem if a Dreadbomb could be dropped in return, but this just goes back to the point of counter dropping FAXes.

Regardless of the scale of engagements or groups there is always a Fax cache available. Some diminishing return system on reps would be ideal as it will eventually result in killing through reps.

CCP Fozzie puts up a hypothetical example where all the proposed changes were implemented. CSM says it would be too much, but there is something that can be done to what the community would adapt to. A damage buff to Dreads, EHP nerf to FAX followed by a slight remote rep nerf on Titans would be enough. **CCP Burger** asks if we aren't at a point where a shake in the system is needed. CSM thinks that it might be the case.

The Judge says that CCP needs to weight the balance between the current unstable cap meta and steps needed for the change.

Sort Dragon mentions a PG nerf to have to choose between 4 reps and a plate or 3 reps and 2 plates but then they found that a hull tanked would defeat this purpose.

CCP Fozzie moves on to the Fighters. The CSM agrees that they are too versatile. **Brisc Rubal** and **Suitonia** noted that application nerfs would likely be better than actual direct damage nerfs. As a result Supers and Carriers would be less tanky and more vulnerable. **Sort Dragon** brought up problems regarding capitals being the best support for other capitals and suggested nerfing the Siren's MWD to an AB in order to reduce its ability to serve as fast-tackle for itself. The CSM suggests changing the Siren and Dromi to be damp and target painter. **Jin'taan** also suggests having ammo for Sirens so that they must cycle through and not be their own tackle.

CCP Fozzie asks about the nerf to fighters and how the community feels now as opposed to the nerf from 1.5 years ago that was poorly received. The CSM considers them to still be too effective. **Jin'taan** notes that the timing for the last nerf was bad due to a large portion of the community who had not previously been able to get into Supers at that point. **CCP Fozzie** comments that CCP did not do a great job with communicating it either.

Sort Dragon mentions removing support fighter bonus on the carriers to bring them in line.

Brisc Rubal suggests introducing a delay to get fighters in and out repeatedly to counter attempting to defang a Carrier. **CCP Fozzie** asks if adding a timer would be an issue. CSM does not think it would.

NSA and halving the scan resolution bonus to counter the very effective gate camping with carriers to stop the solo ownmobile was brought up. Making changes to Siren would also allow increase the chance to survive these. Adding a warp block on the NSA would be an option but agility penalty would be a super situational scenario to catch Carriers.

Jin'taan thinks that the CSM is not happy with people not dying in space and that needs to change.

CCP Rise ends by saying that it's pretty clear what they are frustrated about.

CSM throws in last second screeching asking for shield slaves and remaining faction capitals lead by **Brisc Rubal**, who ended the conversation with "Angels Titans WHEN!?"

STRUCTURES

Structures haven't had much focus since the November release due to the amount of work that went into wardec changes. However, POS removal is a high priority item for the development team. **CCP Fozzie** says that they are looking at some of the remaining POS use cases and how to implement it. What will be done will depend on what is being used in the game now and what the amount of development time they have.

CCP Fozzie describes a potential idea regarding bumping tethered ships. **The Judge** says that this is closer to the original tether idea. If the bumping cannot be prevented, then it will not stop them from removing the POS.

Jin'taan asks about bumping in general. Discussion briefly moves to the previously announced concept to add a cap on how long a ship can spend entering warp, but the team working on it hasn't pick it back yet due to other projects. If CCP was to add it to the production planning, a significant potential benefit of this feature would be to prevent people getting stuck on assets in missions.

Sort Dragon asks about FOB's with shields and some general bridging safety, and CCP clearly states that they are not planning to bring forcefields back in any shape or form.

Buff to subcap guns on citadels was requested along with the damage reduction on smaller signatures for the doomsday device. **Sort Dragon** brought up a request for citadel parts hangar.

Brisc Rubal says that one of the biggest content deniers right now are the Citadels, because finding a way to make subcap fights happen on a grid with a citadel without the citadel getting involved is hard. **Killah Bee** feels that fighting on the same grid as your citadel should give the advantage. **CCP Fozzie** responds that this deterred state is a legit concern but finding a solution is not easy. He then asks what element specifically of the structure is the biggest deterrent. We hear mentions of the PDS. **Sort Dragon** does say that a logistics will negate a lot of these scenarios as structures aren't strong.

Last summit **Sort Dragon** was under the impression that it would be too easy to reinforce bridges, but to his surprise it turned out to be way too hard. On a different note, the jammers appear to be in a good state, but it is not difficult for someone to respond to a reinforce attempt. **Sort Dragon** suggests reducing the timer to 15 minutes. CSM does say that they haven't seen any serious action that could test this further.

The no fatigue jump was brought up and noted as a great positive.

Sort Dragon notes having the LO levels in the browser would be super nice to have and follows it up with a mention that time-zone tanking is still a problem. He then continues by staying that Entosis link rep changes were well received and resulted in more fights.

Steve Ronuken asks about starbase licenses and if anything is planned for them. CCP responded that there are no plans for them at this time.

Sort Dragon mentions the deliveries hangar and if it can be removed. The development team agrees and will work on removing it.

Jin'taan asks for a temp gauge on Athanors in high sec. While the use is higher than expected, the team is happy with it overall and the supply of high-end minerals is not that big.

Propaganda structures have not received any progress and the same goes for intel structures.

Sort Dragon asks about removing TCU's or combining it with iHubs. There are no plans for this right now.

ACL in ESI is always requested. **CCP Fozzie** says he thinks it would be great.

Merkelchen asks if they have wandered far from the original vision for structures. **CCP Fozzie** states that long term visions are always expected to change quite a bit during development. They talk about the proliferation of structures and **CCP Fozzie** agrees that they see the downsides.

Sort Dragon asks about nerfing Wetus to only hold 2 excavs and shortening the reinforcement timers. The team is interested in exploring varying reinforcement timers and capacity for the depots.

Low power was a nice change and received well by the community.

CCP Fozzie bounces some ideas off CSM.

Jin'taan brings up the ESS. **CCP Fozzie** says the idea is interesting and that they are aware that it is not doing its job right now. There are some ideas floating around with it being combined with the iHub or only being able to place it on the Sun.

POS buyback has been asked about. This will be done.

Sort Dragon asks if they have any stats on LO use but CCP Fozzie is reluctant to share it.

Customs offices being brought into the standard structures is something the team would like to do at some point, but there are no plans for it just yet.

Structure view blacking out has received a fix as well as changing ships and undocking almost immediately.

March release will see a lot of fixes for structure bumping causing desync such as abyssal gates and so on.

Some more desync problems were fixed which may have been causing issue in wormhole fights and the team is interested in hearing more feedback.

Innominate brings up the Cloaky camping and says that it should stay in the game until it's easier to catch ratters. Decision was made to look into booking another session to discuss it further.

ECONOMY, ISK GENERATION AND MINING

Killah Bee starts off by asking what CCP considers to be an issue with the economy right now. They say that the biggest problem is botting which is an ongoing for a long time. In general, CCP wants to tune down the faucets for ISK and minerals which they think are a bit high right now. **Brisc Rubal** asks if they considered botting to be a bigger issue than the faucets. **CCP Fozzie** says *yup*.

CCP Goodfella wants more input on the price of PLEX to gain a better understanding of the situation. Aryth asks if the ratio of people paying with cash has changed. **CCP Fozzie** responds that real-life events impact that more than anything CCP does.

Anomalies are brought up and this is still on CCP's radar.

Aryth brings up insurance fraud and whether any insurance payouts would need to be tuned again and if CCP is going to do that. **CCP Fozzie** says that they have made some changes to how the insurance calculates in the past. **Aryth** suggests having the script run more frequently and asks at what point CCP would consider this a problem and decide to step in.

Rorqual mining was brought up and CCP wholeheartedly agrees that they mine too much. **Sort Dragon** suggests making a change to make them more vulnerable as more Rorqual deaths would have an impact. **CCP Fozzie** says that this is definitely something that could be considered.

Aryth mentions that if CCP were to tackle any of the biggest faucets due to the on-going inflation then they should focus on ratting and adds that even more radical measures wouldn't be bad. He suggests placing an NPC HIC in anomalies to increase the risk of death. **CCP Fozzie** says that adding more scrambling rats has been done in the past and could be done again in the future.

Brisc Rubal says that some change that has an impact on botters but not normal players needs to be identified. He suggests having more aggression on drones.

Jin'taan's perspective is that the ISK per hour is monitored by CCP but wonders if they also look at the effort to ISK ratio. He says that right now the bigger issue is that players will find the easiest way to make ISK with the least amount of effort and input required. The individual ship is not a problem, but the scalability is an issue. 1 VNI isn't a problem, but 10 run by a single player is. In general, CCP does want to see more active content that requires engagement. **Jin'taan** says that the perception of multiple accounts being mandatory is off putting for new players. He does note that having the ability to multibox isn't bad, but the feeling of necessity is.

The question is raised about insurance and why the margin has to be so close to be causing issues. Why not lower it considerably. **Sort Dragon** asks what the discussion was at the time the supercap insurance was changed some time ago, and what would need to trigger a similar discussion for insurance in now.

Brisc Rubal asks if there is any data on people getting insurance on ships just to self-destruct them. **Aryth** and **Jin'taan** clarify that this needs to be addressed as they are effectively transferring minerals to ISK directly without selling them and putting a floor on the mineral prices in the market in the process.

CCP Goodfella asks how many ships are responsible and **Aryth** replies that it's about 6-8. **CCP Fozzie** says that it's possible they could get the time to change this soon.

Brisc Rubal says that as far as he's concerned, they can just nerf the payouts across the board in addition to the insurance being removed on capitals in the process as pointed out by **Jin'taan** earlier. **Aryth** says that he agrees with CCP Guard and that the margin should just be enough for this to never be an issue again.

Aryth notes that having only one profession done per region is problematic, referring specifically to the burner missions being run there. The alt farming for these missions is also super prominent. The changes

to Alpha clones being limited to level 3 missions and lower should mitigate it somewhat. The ISK per hour ratio is also insane for these methods.

Sort Dragon asks about a new point and how CCP feels about skill farms. They make decent amount of money with skill farmers which then also work as Cloaky alts, burner mission alts or mining fleets. **Jin'taan** points out that they are pushing new players out of the game due to the rise of PLEX prices.

Brisc Rubal asks what tools apart from sales CCP has to reduce the PLEX value. **CCP Goodfella** asks if they consider rising PLEX prices to be an issue and the CSM says very much think it is. **Sort Dragon** mentions that this situation is forcing a creep that players can't keep up with. **Brisc Rubal** says that 3.5mill per PLEX will be a mark where bad things start happening. The CSM says that there are many factors at play here. One of them is the steady increase of prices that incentivize players to hold PLEX until they can turn it into a profit, instead of directly injecting it back into the market.

There are additional real-life factors that make people shift from a subscription to PLEX and make them not purchase more PLEX from CCP. Then there are a lot of people who are sitting on PLEX and never dump it on the market but rather wait for the prices to hit a peak before they will dump a small portion of their total amount.

Brisc Rubal says that if they're going to do sales then it would be on subscription prices rather than PLEX as that can't be used to abuse the economy.

Un-regionalizing the PLEX market was suggested, some concerns about spikes with the introduction of this feature being introduced were brought up.

Jin'taan brings up the infinite resources in null sec still being an issue. Whether it's the infinitely respawning anomalies or the effects on mineral prices. **Aryth** specifically notes the Megacyte and Zydrine prices being a mess. **Brisc Rubal** mentions making changes to Spod and increasing the value of the other ores which are only mined because people are forced to.

A final note was brought up on Rorquals:

- Make changes which would result in drones being lost. The cost of having them replaced would create a nice ISK sink to combat their money printing status.
- Decrease the survivability of Rorquals through the PANIC module.

ART OF EVE ONLINE

A round of introductions is made for the art team.

CCP Jörg is presenting to the CSM an internal art blog that goes over the current pipeline. It is a compilation of concepts and ideas coming from various sources, like internal requests from other teams, art team explorations or something community requests.

CCP Jörg shows a concept of the new character screen that looks like a hub. He then takes them through how it would look and explains the player experience.

Some concepts of new Agency window with overhauled UI were displayed on the projector screen.

Steve Ronuken mentions how the current character selection screen changes based on which character was used last. **Aryth** brings up an idea of potentially showing industry slot availability as well as highlighting the ones that could be completed. There is a strong desire to ensure that the current functionality doesn't change for the worse and ways to include additional information are considered.

Innominate says that the process of selecting characters is a very fast now and raises concerns that more advanced methods can increase load times. This is especially important in cases of client crashes during gameplay sessions where you want to get back into the game as soon as possible. The team agrees that these are valid points and **CCP Jörg** politely reminds them that these are just concepts and no commitment were made. **Steve Ronuken** says that while things look super nice the cool factor may eventually wear off, therefore this process shouldn't be tedious.

Discussions about the various concepts take place and the CSM seems to like the cleanest looking one the most. The conversation shifts to in-game notifications next and CSM's main concern is to not invade the center area of the screen that is currently untouched.

CSM is then shown numerous concepts of different ships, some doing new things, that the team has been playing around with.

Brisc Rubal mentions that there are a lot of colors for stars but not different types of stars such as binary stars, pulsars etc.

Environmental work is also presented to the CSM members.

Explorations of upgrading the way hangars look were shown. **CCP Jörg** puts in context that the scale of this task is quite big.

Some new skins are shown, notably the Permaband one. CSM says that all the Permaband themed skins are amazing and would buy them all.

Jin'taan suggests creating a skin for the Tempest themed after clear skies.

Aryth says that this is all nice but where are the alliance skins. **CCP Jörg** replies that this was put on hold for various reasons, but they have mapped all ships to allow for alliance logos to be placed on them.

Sort Dragon notes that the alliance logos on Keepstars should be bigger.

Innominate says that any skins that are more than a paintjob are really good.

What follows are some reactive skins that are made using a new technology, which opens a wide range of completely new options for the art team.

New facial augmentations were also shown. Cat ears were brought up *(we really shouldn't have published that April Fools blog)*. **Brisc Rubal** says there is a market for it. **Sort Dragon** notes the pink Phobos that everyone loved.

There's been some exploration made for additional lightning options for the portrait creator. CCP also brought some concepts of their ideas how to make full body avatars more visible in the game for iconic characters. **Steve Ronuken** mentions avatar exports that some players requested and asks if there is some way of making it happen. Thanks to some existing projects that are being worked on there is a chance.

Another exploration of using holograms on ships was shown. CSM comments that this could be tied to kill marks, masteries or something ship-specific.

The CSM asks the art team about the Alliance skins. CCP responds that they are well aware of it but go on saying that the task isn't quite as simple as it sounds. However, there are ongoing conversations about how this can be tackled, and which teams would lead this project.

The whole discussion about alliance skins is just a part of the active internal character identity conversation at CCP. The development team would really like to give some updates on this, but it will take some time before they f address everything within the scope of this project. Many things have to be figured out individually, like Alliance skins or portrait backgrounds. *How can we increase the potential of in-game characters and make the NPCs more immersive?* – CCP asks.

MONETIZATION

The beginning of the session is about what metrics are needed to understand skill injectors, PLEX and when skill farms become detrimental to regular players.

There is a concern about ever-rising PLEX prices. The number of hours that casual players, who don't pay for their accounts, need to put in to get enough ISK to fund their extra accounts is more than they are willing to do. Eventually this will reach the point where just keeping one account subbed through PLEX could be a pain.

The scaling of the effort to keep a skill farm becoming entirely self-sustained is a problem. **Innominate** goes on to say that the scaling of the entire situation is the issue. **Merkelchen** adds that a skill farmer not only doesn't give CCP any money but also takes the purchasing power away from the other customers who may be relying on PLEX for extra accounts on top of their paid account. This is just an example of a complex situation with no silver bullet solution. **Aryth** then says that they want to gather the metrics to establish what a healthy situation looks like, specifically to see the ratio between PLEX and paid accounts.

CCP Goodfella asks if setting up a monthly economic meeting with CSM is something that would make more sense to help talk about the problems more often than twice a year.

Concerns are raised from **Brisc Rubal** and **Aryth** about the impacts the PLEX prices have on their groups of players. They constantly need more time to crab instead of going out and blowing things up and **Aryth** is concerned that this would result in people simply leaving due to not having enough time at some point.

Various examples of account requirements within alliances were discussed, such as Titan pilots needing to have specific alts. This was discussed in an attempt to determine how many accounts would be considered for "normal" player to have. More than anything, this depends on what the player is actually doing in the game. To give an example, an engaged player in 0.0 would have need at least 3.

Aryth is curious to see the numbers associated with injector use before and after the booster event around December holiday period. **Steve Ronuken** also wonders how many cases there were of injectors being used once on a character only once, rather than as means to top up on skills a few times.

Steve Ronuken suggests changing the skill injector diminishing returns. **Aryth** says that finding some way to make skill farming less profitable would be an approach to consider. **CCP Guard** asks the room for their suggestions on the subject. The responses are as follows:

- Make changes to MCT's and stop putting them on sale.
- **Aryth** believes that removing attributes is something which would help in a long term as it would slightly reduce the need to inject skills, especially for new players.
- Rorquals were brought up. People expanding on their mining operation with more alts and just injecting them straight into the Rorquals.

Aryth mentions that he'd want to put restrictions on skill extractions rather than punishing anyone for wanting to catch up by using them. The CSM does talk about how there is no real way to make a change in the game which would benefit a new player without the experienced players abusing it somehow. What the CSM would want to see is a way to implement an actual game mechanic that makes it tedious to use 20-30 accounts to achieve a task but fun with 1. They also feel that the injector booster should not come back anytime soon as the economy hasn't normalized from the last surge of demand.

There is some additional discussion about a new player experience, challenges new pilots need to face and the early complexities they are running into. **CCP Burger** asked if OMEGA and ALPHA was too

complicated to comprehend and if we should just change the name to PREMIUM. CSM agreed and suggested that we would can keep the omega as logo.

In addition, an idea of the newly created characters having a populated skill queue and some skills in training was brought up. This would be a general feature that the CSM would want to see introduced so when you lapse in training the points are accumulated for later. **Brisc Rubal** says that starting a game with a pool of points to assign, regardless of the number can be very scary and lead to new player thinking that they are doing something wrong.

A discussion came up about the option for a full re-spec similar to what other games offer and whether this would make sense for new players. What the CSM wants to see is a change in mechanics for new players to avoid decision paralysis. The discussion touched on the idea of just giving out SOCT ships to new players to show that losing a ship is not the end of the world. The economic impact of SOCT ships is next to none and they are effectively a multi race ship.

New "Ninja Team" Areas of Focus/Log-in campaigns

A round of introductions is made for the new Ninja Team.

This is a temporary team that will operate for at least a good few months with an aim to tackle high impact changes that do not need long development. Their first project is the user flow and UX changes. **CCP Guard** asks if this is going to be revised after the initial few months to continue as a more permanent project. **CCP Shreddy** says this could totally happen depending on the success of the first few months.

CCP Shreddy continues by showing their sweet and short roadmap. The first item that will be addressed are the PLEX sales on the in-game market. The instance when the transaction fails and PLEX 'disappears' cases confusion among the players. They also want to make some changes such as showing PLEX amount in the wallet and where players may have PLEX outside of the vault.

CCP Shreddy says they will focus on cost versus impact and see how many things they can guarantee to do within the 3-month period. **Sort Dragon** asks if monetization is that one particular area they will be focusing on. **CCP Shreddy** responds that this is just one thing they are looking on at right now.

CSM then goes around the table sharing suggestions on what the team could be focusing on:

- **Jin'taan** asks about making it so that ewar effects are more impactful through notifications. Effectively just a small visual change with a huge impact.
- **Sort Dragon** mentions something which is annoying for old players: expired contracts or stuck auction contracts. They have no way of removing it and get constant notifications about it. This is particularly annoying when the issuing individual has left the game.
- **Suitonia** mentions the issue that you cannot move turrets around empty high slots when all hardpoints are used. The turret needs to be moved off the ship as a workaround. Suitonia says this affects any module limited by quantity.
- **Merkelchen** mentions the scrambler notifications, as well positive notifications such as remote reps. They would want to see the same for who is assigning their drones to assist a player.
- **Aryth** mentions a bug where the industry window is opened, lags and doesn't show skills being applied properly.
- **Steve Ronuken** says he wants an "ugly" UI for PI to simplify which materials are made. **Aryth** interjects that this doesn't sound to be a change within the scope of the team.
- **CCP Guard** notes that ghost sites don't communicate well enough why their ship was blown up on a failed hack. This isn't something which is clear to new players or anyone trying out exploration for the first time.
- **Merkelchen** says that for new players the state of ships is not clear. Assembling vs repackaged ships and trying to make a repackaged ship active causes a problem.
- **Steve Ronuken** says that he wants the ability to plastic wrap his own items without having to go through a contract.
- **Aryth** says that there is no way for a single player to get items into the corporate deliveries and would love a system which bypasses that. They just want to be able to drop things into deliveries.
- **Sort Dragon** mentions the need for a fittings hangar for Upwell structures so anyone can have access to them without going through a holding corp to get them. CSM agrees that this would be awesome.
- **Sort Dragon** mentions more skills for contracts. **Merkelchen** adds that the ability to have more jump clones would be really nice. This request evolved to wanting multiple clones in the same station and started a discussion about current workarounds the players use *(which are insane)*.

- **CCP Shreddy** asks about cleaning up the right-click menus. CSM says there's a lot of unintuitive clustering going on right now, eject and self-destruct for example. **Sort Dragon** says that whilst playing in windowed mode, right-clicking in certain areas will not snap the right click menu into place inside the game client but rather disappear outside of the client. CSM says this is a big pain in high stress situations.
- **Sort Dragon** brings up adding private and public sub folder under the jump menu to prevent accidentally jumping to some wrong beacon. **CCP Guard** talks about the overview a bit and **Sort Dragon** asks about automatically adding newly added entities to the overview to be visible. **Steve Ronuken** adds that having a way to toggle which categories receive these updates would be cool. **Merkelchen** suggests a pop up asking if the player wants the new entities to be added to the overview.
- **Sort Dragon** mentions that the team could look into the backlog. The team are aware of it and aren't committed to anything on that list but can prioritize as needed.

The team asks about the radial menu and the CSM just hates it. **Merkelchen** mentions an issue where the radial menu just disappears half way through a session. A UI reset fixes it, but only once.

At that point **Brisc Rubal** leaves to catch his flight. **Merkelchen,** being a gentleman he is, helps Brisc Rubal with his luggage.

The round of suggestion continues:

- **Innominate** circles back to an idea of prepopulating the skill queue at the start so players don't have to worry about it from the start. This could simply be skills that are positively affecting any ship in EVE.
- **The Judge** brings up an issue where a skill is added to the queue by double clicking them really quickly it will cause the skill queue to get confused and adding any subsequent level in will make the queue think the level is already in the queue.
- **Steve Ronuken** asks about the universal search box and a possibility to add menu options in there. This segues into the corporation screen under the alliance tab that has case sensitive Sort Dragoning for corporations, meaning that capital letters are on top and lower-case names at the bottom. Another thing would be to get a search bar in this window. Adding a search bar to the alliance list would be nice too.

CCP Sledgehammer, **CCP Coyote**, **CCP Shreddy** and **CCP Goodfella** take off for part two of this meeting that goes on to talk about the login campaigns and events.

Aryth right off the bat says that the biology skill messes with everyone using the skill injector booster. The team was aware of this going into the event but there was no time to fix it. **Innominate** says that the general concept was nice, but the final booster was a problem for them. **CCP Goodfella** says that there have been internal discussions about this and the economic impact relating to current PLEX prices. **Suitonia** says to pair this with a bigger sale for PLEX which has been missing for a considerable while now.

The biology skill was brought up again and the team wants to find a way to not have that impact certain elements in a negative way. Some exploration was made on how to use the injector booster work better or alternative mechanics for it.

They then discuss a bit what limit would need to be in place to not ruin any markets with a similar event in the future.

Merkelchen asks if CCP considers the '13 days of EVE' a successful event. **CCP Goodfella** says that it was, but they certainly can do better. Concerns about the skill farmers benefiting so much from this event

was brought up. **CCP Goodfella** does say that they do want to explore a way to make it more difficult to run skill farms in general as they are driving normal players away.

CCP Shreddy asks what the general perception was about the rewards and the CSM said that there was a lot of nice stuff, but ultimately people were doing it mainly for the booster. The dumber or rarer trinkets are the better. **CCP Goodfella** says that they would love to hear all the ideas CSM have on this subject.

Sort Dragon brings up a few things:

- Name changes that have been requested
- Gender/race/bloodline change tokens
- Remap tokens.
- Max attribute boosters
- He also says they should not need to worry about ammo or skins but could also do things like a deck of cards. **Jin'taan** jumps in and mentions variant ship models.

Aryth mentions having a collective event that results in specific changes if enough people logs in. A collective resource collecting event to see something change such as a station model. A Yulai event was brought up to have gates that connect newbie systems to Yulai. This would involve FW and normal players as well as having a high-volume ISK/material sink. Leaderboards are also an additional incentive.

EVE WORLD TOUR

CCP Curtis is going to talk about the World Tour.

He says that it has been a challenging endeavor to put it together and sync up the events with development for the expansion. He mentions that they are trying some new stuff like a big event in Toronto. They are overall pleased with the reception and mention the current tickets that are on sale. Ticket sales for EVEsterdam are looking good and Toronto have exceeded expectations.

The biggest complaints have been about the EVE North clashing with the pride event due to higher hotel costs. Finding a good time was in general an issue as there is a lot going on around the time of the event. No matter which weekend was chosen the costs would have been high. They will also do as much as they can to utilize the awesome atmosphere in the city.

Up next **CCP Curtis** talks about ticket sales for EVE Russia and plans for email campaigns for each event, with regional mails, activation campaigns and special skins. **CCP Guard** says that they are aiming to do special things that is unique for each community. The SKINs will be relevant to each event with local colors and themes. 2v2 tournaments will be held and the winners from each event will get to go to EVE Fanfest in 2020.

Corsair will be the main hardware sponsor for all events. CCP is happy with this partnership and think Corsair are a quality sponsor. **CCP Curtis** says that they are taking the net spend of EVE Fanfest and spreading it across the Invasion World Tour to further help local events grow.

EVE Fanfest 2020 dates have been announced already so people can start booking their flights.

The new Vegas hotel is the Flamingo, which was accidentally announced by that nerd Guard. It is way bigger than the Linq and rooms and convention area have been recently renovated. **Merkelchen** says he generally likes the look of the Flamingo and is very happy with this. The suites are massive according to CCP Falcon and there's plenty of them. Flamingo also has actual Flamingos. Caesars and other options were considered but the prices would have double and the quality difference wouldn't have justified it as is. The EVE Vegas party venue will also change this year. More exciting activities are planned!

CCP Curtis asks for some general feedback on the World Tour. **Sort Dragon** says that he's not going to mention "hurr, not Sydney". He suggests having developers walk over the Sydney harbor bridge with some super exclusive event.

CCP Dopamine sheds some light on the 2v2 Invasion Tournament Series:

- Entire tournament will be played offline, on site, with online only sign-ups.
- They are looking at up to 64 teams per event with the exception of EVE London and EVE Russia.
- Signups and rules will be available 3 weeks before each event, if there are insufficient attendees then they may pair up people who sign up as invididuals.
- A prediction bracket will be a possibility due to the fact that it will be hosted on the Challonge website.
- Tournaments will have predetermined fittings and ships with the exception of the Grand Finals where players will be able to select their own fittings.
- The idea is to keep the ships and fittings different for each event. What specifically changes with the fits is yet to be decided.
- The teams that sign up will have priority over individual registrations. People can still sign up individually and will be randomly paired with others.

The Grand Grand Finals will be played in Iceland. There are some ideas but nothing has been finalized just yet. **Jin'taan** suggests trophies. **Suitonia** suggests that the final winner will get some exclusive swag

for the event they represent. **CCP Curtis** says that they want this tournament to have a permanent mark on the game itself.

CCP Guard goes on to show the new site for the World Tour. Streamfleet will be handling the stream, and the plan is to have local community members involved for each event.

Sort Dragon asks about the Finnish event. **CCP Guard** explains that this is a super exclusive event.

CCP Guard goes vaguely over some things tying the events together over the course of the year...

Aryth and **Sort Dragon** talk about a GoFundMe to get Permaband to play at EVE Vegas.

The way CCP will be distributing free tickets will be changing this time around. In general, no tickets will be given out unless a person has a specific role at the event. All CSM members are of course able to get a ticket to any event they wish to attend.

Sort Dragon asks about the Chinese players on TQ who are asking about a Chinese meet. This is entirely controlled by Netease. **Sort Dragon** says that Chinese players are worried about not being allowed to attend Invasion World Tour events from a cultural perspective. CCP says that anyone is welcome and there is no segregation based on where you play or are from – all EVE players are equal.

EVE ONLINE VFX

VFX team has a presentation with a disclaimer that some of this may never see the light of day and some things are just investigations. Some things may be years away or impossible or don't make sense to do before DX9 removal.

CCP Myrkur starts by showing a few things that the, recently expanded by a few new members, team has been able to work on. He also encourages CSM to share their feedback at any time throughout the session:

- Some potential updates to the visual damage system.
- MWD and AB visuals, with a transition through warp and jump gates update too.
- Jump gate update which allows exactly a 1 to 1 representation of what is happening in the game client.

The team also shows off the current exposed events on ships such as shield, armor hull stage.

Next the potential eveStretch FX update was explained which involves effects that happen between ships: energy transfers, armor repairs, shield transfers etc. CSM suggests changing webs to stretch FX to get a better idea of who is using the web.

Currently the system is cycle based but they are hoping to turn this into a state base so stretch effects don't face in and out but rather have specific animations visualizing when an effect starts, is on, and fades out. **Jin'taan** points out the issue with the visual cycle linking with the opponent player module but the CSM don't think this is a problem as the information is already available in the game through other means.

One idea brought to the CSM is to add some FX which visualize optimal range. CSM thinks this is good, not only for new players but also for tournaments. This is something the CSM says would be beneficial for weapons too, whether that would be through the UI or some visual element is something that can be explored.

An early prototype of an update to MWD and AB Trails is shown as well as improving the booster flares, so they adapt dynamically to camera near and far distance. This may also result in replacing ship trails after a bunch of things have been figured out. CSM thinks this looks really good. **Jin'taan** asks about purchasable trails. People suggested leaving a trail of corpses. The new trails also follow the path of the ship much better rather than what they currently do. The scalability of the prototype is yet to be explored and graphical performance is the primary concern. **CCP Myrkur** asks if adding an overheating visual would interest them. CSM thinks that could be cool as well. A general overheating effect for all visible modules was asked about and the CSM thinks it is cool. **Suitonia** suggests a burnt-out module visual. **Killah Bee** says that having the option to turn these off via low settings for fleet fights is a must. Tying it to LOD was also brought up.

Dynamic booster flares were brought up. The current implementation is visually pleasing up close but isn't as impactful when zoomed out.

A potential update is being looked at for the damage system. This is however being held back by DX9. A prototype messed up Typhoon was shown and there were audible gasps from the CSM at this sight.

The damage control module was brought up having a passive and active system to mitigate the fires through the hull via forcefields and is only considered a visual change.

Sort Dragon asks about DX9 removal on a company level. Dev Blog will be released next month. (It is now available!) **Suitonia** says that DX9 being used to remove clouds and CCP just said that if there are issues with clouds in sites then the players need to file bug reports about it so they can investigate it.

CCP Myrkur asks the CSM if they have ideas for other modules which could have their visuals improved through the ways explained in the presentation:

- **Suitonia** suggests giving the stasis grapplers a visual to display how effective they are. **Suitonia** then says the MJD needs some trail effects. **CCP Myrkur** replies that a better visual effect for the jump is something thy want to improve but is not scheduled at this time.
- Overheating hardeners would be nice to see visually.
- **Aryth** asks for the reactive hardeners to have a visual element depending on what resistances are boosted.
- **Killah Bee** then asks about the boson getting some visual love, **Myrkul** agrees that it could use an overhaul.
- **Jin'taan** asks about smartbombs, **CCP Myrkur** says that they had a prototype volumetric smartbomb a couple years ago that fell by the wayside as other things took priority, but agrees they could be improved.
- **Sort Dragon** says that the PDB would need some visual updates to make it more obvious when a player is being hit.

Jin'taan asks about the drones and their turret effects as they aren't really impactful.

A better visual for DD's hitting their targeted Titan. The developers believe that this is already the case but want to explore it further.

Next up the Jump Tunnel update is brought up. This came around as the abyssal tunnel authoring was a nightmare. This is for now only going to be for jumps, within system - warping will be tackled in a later phase as that is a separate system. The dream is to show the players ship in the jump tunnel rather than just a disconnected camera drone. This is however causing an ongoing discussion internally about whether this should be as fast as possible or focus on the visual. They believe they have found a best of both worlds which will extend the visuals if the next system hasn't loaded for the player. CSM have some concerns about this initially but it is explained that this does not change anything from a game play perspective and is purely visual. It is also explained that they hope to have this up on a test server long before release so that players can give feedback.

The warp effect will be looked at, but this will be an entirely different beast and not specifically tied to this jump system. **Sort Dragon** says that they need to make sure that tactical elements are not messed with the new visuals when they get around to those.

CCP Myrkur talks about the idea of tunnel look corresponding to the space players travel through, such as nebula colors, security status based and so on. Some visual representation of traffic control was brought up. An AR HUD system showing traffic control was thrown out. **Suitonia** thinks having nebula/regional colors would be best as it adds a nice variation as well as making some interesting visuals when traveling between regions.

CCP Myrkur asks about any additional visceral feedback or gameplay readability thoughts the CSM may have. **Merkelchen** says that the jump change should be communicated to make sure players know that this is only a visual change and the game mechanics are entirely unchanged. **Jin'taan** brings up a shield impact visual for bumping.

Suitonia brings up ships docking lacking an animation.

Aryth asks about CONCORD spawning, adding some animation instead of just a teleport effect.

Sort Dragon mentions showing some examples of upcoming things on Titans in dev blogs.

Killah Bee asks about adding more kill marks as it's capped at 999 :(

CCP ends this meeting by saying *Please implore people to file bug reports, we get far fewer than you would think.*

CCP PARTNERS PROGRAM

CCP Dopamine brings up a slide for the CCP Partners Program.

The community team really wants to put a partner program in place, since CCP doesn't currently have anything like this. The Fansite program by itself is outdated, because there is a lot of different content being created that is equally or sometimes more relevant and does not fit under the Fansite program umbrella.

The proposal will give tools to the community team to support and reward content creators. The three main pillars mean that it should be scalable, easy to maintain long-term even with a small team and rewarding for the creators.

CCP Dopamine then talks about the OKRs set internally that will help CCP evaluate if the program is successful and brings up a slide with a SWOT analysis.

Some research was done to find what is practiced within the gaming industry. One of the main requirements CCP had for the program was to include as many different types of content creators as possible: streamers, fan fiction writers, 3rd party developers, cosplayers etc.

CCP's definition of a CCP Partner is an individual or group of likeminded people who continuously create new content that is considered interesting and meaningful by CPP and the community. They want becoming a CCP Partner to be a recognition for the hard work somebody put into our community. It should feel meaningful and rewarding and be a form of a prestige, therefore, naturally, not everyone will be able to become a partner. **Sort Dragon** asks if fansites are still included in this and this is simply a modernization of the existing system.

The schematics of partner splitting was discussed. The example used was a fansite receiving a CCP Partner status where there are several individuals who writes articles and contribute their time to the community - how the rewards would be distributed in these cases? CCP would distribute it to the Partner, not to all the individuals and the distribution is then at the discretion of the Partner.

Concerns were raised about whether CCP would only go on podcasts as guests with partners, this is not some exclusivity that CCP is considering. **Sort Dragon** goes on to say that shock jocks will try and corner developers and that an agreement should be made, and agenda known beforehand. The CSM ultimately says that CCP has to be very careful with their selection of partners. **CCP Guard** says that there are metrics they look at, standards that need to be fulfilled both via behavioral guidelines and quality of content. **The Judge** says that there must be a robust code of conduct and CCP agrees.

The CSM was curious about how this would be reviewed and how many partners would be at the start. **CCP Dopamine** is thinking about 20 or so, this would also be an ongoing review and if a partner breaks their conduct then they can be removed instantaneously from the program. CCP will however rely a lot on reports from players about this too. The content, phrasing and general banter will all be very contextual and CCP will be very aware of this.

Event organizers will probably not be as much a part of this program as their needs are vastly different. That does not mean that CCP will stop supporting them. **Sort Dragon** asks if EVE Websites will be a part of the program and what is happening with the current fansite program. **CCP Guard** clarifies that this program is not really operating anymore. It's been on life support with rewards handed out from time to time, but no new fansites have been added or approved. Almost nobody ever visits the Fansite page. **CCP Dopamine** then adds that there are no set numbers for the entire project, this is a process and will depend on how much CCP can support.

Sort Dragon implores CCP to remember other languages and this is something that will be done for sure. CCP also understands that the size of regional content creators cannot be directly compared to the

English-speaking ones, because statistically the latter have more players who can consume their content and that it will be taken into the consideration. **Sort Dragon** notes a Japanese forum which has applied *[to join the Fansite program]* that have not received any response and states it is a problem there is no communication around any of this.

The question was brought up about people with low subscriber count but high view count. The numbers will all be reviewed carefully.

The idea of streamer/partner summits was brought up as one of the potential rewards. **Killah Bee** notes other companies who bring over content creators who then go on to create videos and such for a weekend.

CCP Guard notes that with time they want to bring in prestige items such as banners on the forums, in-game t-shirts and so on.

CCP Guard mentions that usually when content creators and offered to step up and host EVE TV or be featured in some official capacity, they are usually people who are largely neutral in the grander scheme of in-game politics. The main focus should be inclusive entertainment and drama should be avoided.

![CSM13 - COUNCIL OF STELLAR MANAGEMENT]

NEW WEB STORE AND IN-GAME PLEX MARKETPLACE

The Ecommerce team is focused on improving the customer journey and want the CSM's feedback on their progress.

The team asks what CSM buys and they generally don't make many purchases as they are on the CSM, however they do make enough purchases and receive a lot of feedback on purchases to have a solid overview.

The goal is to make it easier to access services. The team asks if they have had issues at all with failed payments. **The Judge** says that they tried purchasing a SKIN which just kept loading forever. **Steve Ronuken** encountered an issue that was caused by his bank. **CCP Cemetery** clarified that he had encountered an issue himself due to the expiry date of his card changing that required a lot of weird fixes.

The team brings up the new web store. They want to go through the process and ask CSM for feedback. One change is to remove the VISA/Mastercard drop down that causes issues and have players enter card details only to make the purchase. An example is provided for PayPal too. In addition, the payment options will have a check to remember the method for future purchases. **CCP Zeuss** asked about currencies and the general feeling was that they prefer to pay in their own currency because, for example, the Australians in the room cannot use certain cards and dislike very unfavorable exchange rates.

Aryth asks about adding a CCP balance on the page, like Steam, Blizzard or Apple. CCP has not considered this option but is making a note of it. **The Judge** brings up the monetary liability as this would require CCP to hold unspent player funds. **CCP Cemetery** does go ahead to say that if the community rallies behind a feature request then it will be seriously considered.

CCP Zeuss asks about gifting option through the website where you can gift not only services but also virtual currency. CSM love the idea.

Sort Dragon asks if this will apply to subscription too. The flow will not be applied directly to the subscription right away, but it is on the agenda.

Merkelchen asks if he will be able to purchase a SKIN directly, instead of needing to buy PLEX first. **CCP Zeuss** makes a note of SKIN for cash and then asks for thoughts for having the PLEX/ISK balance visible in the store page. **Jin'taan** then asks about the user flow of buying plex to buy skins and that is the next point of discussion.

Sort Dragon mentions EVE Portal 2.0 and the user flow there which needs a lot of improvement. **CCP Cemetery** says that this is a joint effort to fix the PLEX flow and they will be involved in the EVE Portal 2.0 app too as far as they are aware. He goes on to clarify that Ecommerce wants to make the best store possible but anything such as SKIN for cash would be down to the monetization team, even if there is some synergy between the two. He then says that CCP is very self-aware and self-critical of finding things they can improve. This is a reason why teams are focused on smaller things and quality of life improvements whilst being agile and getting things fixed quicker.

CCP Cemetery goes through the new player process of finding their PLEX and selling it for ISK that consist of mere 10 different stages of discovery before locating the hidden PLEX vault. **CCP Cemetery** points out the confusion with Multiple Character Training and how this is branded as 4 different things on websites and in the client.

The discussion shifts to SKINs players want to buy for PLEX but can't as they are no longer available in the store. This topic came up whilst pointing out flaws with the current SKIN preview window and its lack of information about item's availability. **CCP Cemetery** goes on to say that this is because frankly the store cannot handle all of it. CSM is greatly frustrated.

CCP Cemetery shows some quick wins:

- Increase PLEX vault visibility *(having a wallet icon on the front page of the client with ISK and PLEX balance visible was very well received)*
- Standardize branding
- Combine the PLEX vault and pilot services windows
- Improve NES/PLEX purchase flow in ship fitting and skin preview.

Sort Dragon suggests adding a PLEX button in the station services. Finding a fine line between what is acceptable and not bombarding the players with information is something that needs to be considered but more prominent advertising for Alpha players could be considered.

CCP Cemetery brings up the issue with attempts to sell PLEX on the market and player's balance vs fees required for the transaction: the order can't be filled. The PLEX then disappears from the vault and is moved into the inventory as a physical commodity. Processes and pain points such as these were the reason the Ninja Team was created – they will be focusing on fixing issues like this.

Market interactions would see some changes to the default market window with advanced market window for the power users. Chromium is being added back into the game but not in a player internet browsing manner. One use case is to ensure that payment can be made safely through the client, and there will be other quality of life uses such as customer support and bug reporting pages being available in the client in future. This will also result in browser link autologin to eliminate unnecessary steps with the current flow of accessing CCP web pages before performing an action.

The future vision is to get a new New Eden Store. **Steve Ronuken** wants to be able to access NES out of game - buying items on the go with my tablet. This is not currently possible BUT is something that can be easily achieved by creating a service that is easier to maintain. However, no promises can be make at this point.

CCP Cemetery inquiries about the current value of things, such as Multiple Character Training having similar price to a second Omega. He asks CSM what services in NES don't currently offer good bang for the buck:

- **Sort Dragon** says that they should just bring back the old skins.
- **Innominate** mentions the '440 PLEX + 60 free' offer is insulting.
- **Steve Ronuken** says that in most cases SKINs are expensive for what they are.
- **The Judge** says that he would pay ridiculous amounts of money for a SKIN line for an entire race rather than just a specific ship.
- **Sort Dragon** mentions that there is always a market for the high-end SKINs due to its exclusivity.

The last point started a debate between the CSM members about high-end SKINs being an option to only a selected group of players. **Innominate** says that there is room for both. **Sort Dragon** says that there is money left on the table because there are no products available on both spectrums: super cheap and super expensive ones. The CSM wants to see the nonexclusive SKINs brought back at a low cost. **Innominate** says that the store is not needed to buy SKINs but he uses the SKIN preview window. **CCP Cemetery** goes on to say that the NES needs more improvements and filters without breaking the immersion.

Sort Dragon mentions that online shopping on the couch with SKIN for cash would bring the game into the modern age, so to speak.

A comment *it is maddening to see skins that I cannot buy* was made.

Sort Dragon asks about the merch store and the ability to buy digital and physical items from one place. A big issue is the cost of shipping. If everything was consolidated into one place and shipping was mostly domestic, then it would be very popular.

CCP Guard asks if it has been considered having a permanent NES store discount for Omega for any SKINs and Apparel. CSM loves the idea.

The new store will allow non-developers to change prices on the fly which makes this a much easier process.

CSM is asked about weekend Omega for Alpha users. The consensus is that it would allow players to just use their titans for a fight and erode the business practice of having a subscription.

CCP Guard asks about having a mystery SKIN box for the discontinued skins where the players make a profit no matter what. CSM thinks this is fine.

SUMMIT CLOSE

CCP Goodfella asks what information CSM would like them to share that can be beneficial to the overall discussion and how that would impact the NDA. **The Judge** clarifies that anything they discuss, the CSM cannot touch as per the guidelines and code of conduct. This is a massively sensitive issue. The CSM doesn't touch PLEX but the implication of third parties suddenly doing abnormal marketing is there but is monitored by CCP just in case.

CCP Goodfella basically wants to avoid the situation of having to think what he can share each time, whether that is with colleagues or the CSM. **CCP Falcon** clarifies that this is crossing a line of talking about spaceships and going over to actual revenue discussions and they want to make sure that CCP is covered in this regard as well as the CSM. **Merkelchen** clarifies that they are just trying to be helpful and **CCP Goodfella** responds they want to think long-term about the economy and prevent unfortunate events rather than being in the business of putting out fires.

Aryth says that they just want a better understanding of what is a healthy balance within the economy. This is an ongoing internal discussion which resulted in more activity and data monitoring within the company. **CCP Goodfella** says that this is an action item on him to facilitate a health indicators dashboard to share with the CSM.

CCP Falcon explains the economic council inside CCP and how they meet every 2 weeks and that it would be good to get feedback from the CSM to this council. **CCP Burger** has been pushing to define what a healthy amount of ISK and PLEX in the game is. He says that he monitors their DAU, MAU and so on, but measuring the happiness of the community is way trickier.

Steve Ronuken says that from the stockpile scenario, one thing which would be good to look at is who is actively using it and who have left or forgotten about the PLEX.

Sort Dragon asks that they don't just look at their economy, but also the game design and how the company's direction can raise the player sentiment and help with the health of the game. [Hierarchy of needs](#) was brought up and how the fundamental core needs to be fixed. **Sort Dragon** mentions that a sync up between the CSM and CCP about where they believe they stand on this pyramid would be appreciated.

Sort Dragon says that the dynamic has changed on this summit. The discussion has flipped from CCP showing what they want to do to asking the CSM what they want done instead. He goes on to say that he's sad that this is the second summit and not a foundation for the beginning of the term.

Aryth goes on to say that the CSM needs to maintain the current quality level they have established and not have it escalate to previous iterations of the CSM which has been disruptive. **CCP Falcon** says that a similar shift has been seen within CCP too regarding the CSM. He notices there is more discussion and people are listening more.

CCP Orca asks how it is working between summits with the weekly meetings and so on. CSM says it's really quiet and that the summits are what CSM considers to be the most important. The weekly meetings have evolved as a medium to keep things active and sometimes like a formality or a platform to discuss some issues. They also tend to be shorter now.

CCP Guard chimes in that they do keep things on track and sometimes guests from teams join to discuss topical items.

CSM gives praise to the attitude of participating developers and how the dynamic has changed within the company attributes to that.

Jin'taan says that it has changed and that they are no longer surprised with a new feature without having any time to respond. The follow up sessions are greatly appreciated.

Sort Dragon says that there should be more communication with the community. Specific examples include the focus on fixing little things and new hires. This however needs to be led by example to not end up being empty statements.

Early feedback sessions with the CSM has given CCP confidence about their designs and the reception of future communication to the player base. The entire wardec redesign, where CSM was brought up to the discussion very early in the design process, should be a textbook example of how to develop features in the future. Especially since in the past the CSM has been presented with half done features that limits the changes that can be implemented.

CSM points out that going away from the summit and saying that it was positive would be taken as a pandering to CCP. The community also doesn't see how valuable CSM members are to EVE Online when things happen 6 months after conversations on the subject took place. **CCP Falcon** says that he will highlight CSM's input in the wardec blog.

CCP considers having an excursion one summit and drinks the other. The pre-summit meet-up is very valuable and CSM would very much like to keep it.

CSM and CCP discuss the timeline for the next election period.

Big shout out to [CCP Spider](#) for taking the notes during this CSM Summit!

And now, to reward everyone who made it this far, we present you a recipe for a beetroot soup from **CCP Dopamine.**

The following recipe is for a traditional beetroot soup that is often served on the Christmas Eve in Poland. I tend to cook it more often due to the heavenly taste, easy preparation and the fact that beetroots offer various health benefits that my slothful gamer body needs. Enjoy!

Borscht

Serves: 4 – 6

Overall prep and cooking time: Between 1 – 2 hours

Difficulty: Easy

Ingredients:

- 600g beetroots
- 50g dried boletus mushrooms *(optional)*
- 2l vegetable or beef stock
- 4 garlic cloves
- A few bay leaves
- 3 – 5 pieces of allspice
- Vinegar or lemon juice for taste
- Salt, black pepper

Method:

1. Peel the beetroots and cut them in thin slices or small cubes.
2. Boil the stock of your choosing.
3. Add the beetroots, dried mushrooms, crushed or chopped garlic cloves, bay leaves and allspice.
4. Cook on a small fire until beetroots are soft. *(make sure it is not boiling!)*
5. Taste the soup and add vinegar, salt and black pepper to your liking.
6. Serve it with some kind of dumplings or potatoes 😊

If you find that your borsch's taste is too weak for your taste, you can always consider adding a beetroot concentrate if available locally.