

## Computer Team Agenda

Thursday, October 27, 2022 at  
1:00PM

### Introductions

Please state your name and your Computer Position

***Attendees: Melissa Pappas, Diane Anastos,, Gary Laskowski, Keri Levin, Terry Hogan, Michelle Newell, Derrick Malone, Andrew Ward***

### Updates from Administrators:

- Cleveland: **No problems to report.**
- Dunedin: **No admin in attendance.**
- Hamline: **No problems to report.**
- Montreal: **No problems here.**
- Wabasha: **No problems with the computers or Internet.**
- Ravoux: **One computer has a loud fan. (That computer is overheating slightly too.) Otherwise there are no problems.**
- Seal: **Computers are working fine. No problems to report. Computer 3 needed the power supply and wi-if adapter replaced.**

### Update from Computer Peers:

- **Closed Helpdesk Tickets**
  - Melissa Pappas:  
**Valley had an Internet issue that ended up with the router resetting itself. The Internet is working there now.**  
**Cleveland computers needed Faronics updated. (Reinstalled on one computer.)**
  - Michelle Newell:  
**There are still some Internet issues at Mt. Airy. (It appears at least one of their computers is working now.)**
- **New Tickets**
  - Diane Anastos: ***Front May have an Internet issue.***

### Updates from IT Contractor

Derrick Malone:

Some sites have issues with cleanliness. (Central especially.)

Two of their computers aren't working. There may be one of the donated computers they can have. (PHA May also have more computers to donate.)

Derrick is mainly visiting sites on weekends. He will try to notify a board member before he goes to a site.

The sheet with the help desk email address should be posted at all sites.

Derrick is working on updating the inventory spreadsheet that Aaron set up.

## Updates

Diane Anastos:

Digital Literacy classes will be held on November 9<sup>th</sup>. They will be held at McDonough and Mt. Airy labs.

Having a Zoom option was brought up at the Presidents Council meeting.

There may be some issues with that. (Especially if people are using their phones rather than a laptop.)

Filming the classes was suggested as well. People could then watch them at their leisure and follow along with the tutorials.

Having a separate Zoom class was suggested. That might simplify things for everyone.

Zoom might also be difficult for people who are just learning the basics like how to use the Internet and email.

If people ask about Zoom they can be told that there will be a future class that offers that option.

**Next Meeting: November 17th at 12:30p.m.**