

Computer Team Meeting  
2/15/18

Attendees: Diane Anastos, Julia Hupperts, William Hughe, Gerard Forys, David Owens, Melissa Pappas, Laurie Wrycza, Keri Levin, Phil Lee

**Report backs:**

**Computer peer team:**

Solid state drives and timer software have been purchased. Installation of both is in progress. (It should be done by Sunday.)

We still need to get things nailed down for the computer peer team.

We still need to make a final decision on how Peers would be paid (monthly vs hourly), and if a peer would be assigned certain hi-rises or just sent out as needed. Flat rate would probably be simpler. (It also would prevent issues with Peers submitting time sheets for excessive number of hours.) Another option is having the hi-rises pay for peer computer administrators and the Presidents Council would pay Peers for handling major issues.

Whether the Computer Peers would be split up into two teams (Computer Peers and Peer computer administrators.)

The benefits of the split would be allowing Peers to focus on more major issues and to allow peer admins to focus on regular updates and minor things. It also could widen the Peer pool since Peer admins wouldn't need the advanced skills regular Computer Peers would.

A log would likely be kept of all problems reported or for each individual computer. (Right now there is a log for each computer in the manual Aaron made up.)

Access to Winselect was discussed. With the current settings there are sometimes issues with updating and installing software. Either changing the settings or giving admins the password would be very helpful. This would also allow issues to be handled quickly. (Without these suggested ideas an admin would have to wait for some time for a Diane or Julia to give them access.)

The first three no we should do is recruit and interview peers. Once we see the pool we have and the skills those people possess we can go from there.

Bringing this information to the Presidents Council meeting would be good as well.

**Other:**

If you see someone eating or drinking by the computers make a note of the date and time of the incident and the resident's name if known. You are not expected to confront the individual or put yourself in any danger.

A new help desk email is being set up. All problem reports will need to go through this address when it is set up.