

Computer Team Meeting

3/15/18

Attendees: Melissa Pappas, Gerard Forys, Laurie Wrycza, Diane Anastos, Richard Castonguay, Geino Brown, Ron Sexton, Bill Hughes, Julia Hupperts

Important: Do not defrag the hard drives of computers with SSDs. (Windows should disable that function when a SSD is installed.)

Computer cleaning: The ROSS Grant has donated some computer cleaning supplies to us. (They also donated a ream of paper for each hi-rise.)

It is part of the admin's job to keep the computer area clean. This includes wiping down the keyboards and mice, wiping off the computer tables, dusting or wiping monitors and computer towers, removing dust from computers, sweeping floors.

Eating by the computers is not allowed.

Computer Peer Team:

Draft Peer application and qualifications information was handed out.

Peer compensation will be decided on by the RPC Committee.

Peers will have the tools they need when they are assigned.

Bill Hughes made a motion to accept the Peer application. Geino Brown seconded. Motion carried.

Computer Peers will need a high level of computer knowledge, knowledge of operating systems and software. Knowledge of how to install software and OSes. Knowledge of hardware repairs and replacements. Ability to troubleshoot printer problems, change toner and drums, handle paper jams.

Ability to troubleshoot problems such as malware infections, nonfunctioning Internet, etc.

Peers also need the ability to work well with a diverse group of people, good communication skills, to be responsible, and trustworthy. Peers would be expected to behave professionally and to maintain confidentiality where needed.

Laurie Wrycza made a motion to accept the Computer Peer qualifications. Gerard Forys seconded. Motion carried.

Peers would be assigned by the Residents Council Coordinator.

A Peer would be necessary when there is an issue that the computer admin doesn't feel comfortable handling or if there isn't a computer admin at the site.

Having the computer admin be a point person and be the one to request a Peer was suggested.

There were concerns about if that would make record keeping more challenging. (Keeping a record of issues and what was done to resolve them.)

Having hi-rises pay all or part of the Peer fee was discussed. This would hopefully encourage the sites to take better care of their computers if they have some financial responsibility for it. The issue is that hi-rises can't be compelled to buy into this. (Another option is saying hi-rises either

pay part of the fee or if they choose not to they would be responsible totally for fixing their computers when they break.

Ron Sexton made a motion to approve the Peer application and other documents. Bill Hughes seconded. Motion carried.