

## Computer Team Agenda

Thursday, May 26, 2022 at 1:00PM

### Introductions

Please state your name and your Computer Position

***Attendees: Melissa Pappas, Diane Anastos, Youa Thao, Gary Laskowski, Keri Levin, Terry Hogan, Andrew Ward, Aado Perandi, Michelle Newell, Shaun Fife, Derrick Malone***

### Updates from Administrators:

- Cleveland: ***Cleveland computer three had a message that Winselect had expired. Turning it back on via the Faronics control panel took care of that.***
- Dunedin: ***This was the new Admin's first meeting. No update this month.***
- Hamline: ***No problems to report. Derrick has been to the site and seen the computers.***
- Montreal: ***No problems with the computers. The update problem has been fixed.***
- Wabasha: ***Wabasha has no problems. No update issues.***
- Ravoux: ***No problems except for one minor thing Derrick is looking into.***
- Seal: ***Computers are working fine. There are still occasional issues with people eating in the computer area. We also had a situation where someone had a paper jam and while attempting to fix it, broke the toner cartridge. The Admin was not notified and found out about it when trying to clear the jam the next morning and toner got all over the printer area. The printer was still working after that. Unfortunately, there was water leakage during the storm on the 11<sup>th</sup> and the printer got wet. It did not survive that and had to be replaced. A new printer has been purchased and installed.***

### Update from Computer Peers:

- Closed Helpdesk Tickets
  - Melissa Pappas: ***Only had Neill and Valley this month. Checked computers at Neill and updated them. Stopped the "Get the most out of Windows" pop-up (The annoying blue box that pops up at login from time to time.)***

***Valley had an Internet issue. Rebooting the modem and router took care of that. Updated the Windows version on computer 3 and reinstalled Faronics. (That computer was giving a message that Faronics was expired. Attempting to just update the installed programs just brought up an error message.***

- Michelle Newell: ***No major updates. She will be checking the McDonough lab soon.***
- New Tickets
  - Diane Anastos: ***No new tickets lately.***

### Updates from IT Contractor

Derrick Malone: ***He is still visiting the hi-rises. He is going to Mt. Airy soon and going back to Hamline.***

### Updates

Diane Anastos: *Beth Pacunas has been getting a lot of requests for computer literacy training from residents. There is stipend money available for this. Derrick could do this or Computer Admins/ Peers could do it.*

*Having video tutorials was suggested. There are also printed basics tutorials. There is the issue of people who don't have any skills and need one on one help.*

*Michelle, Terry, Andrew, Melissa, Derrick are interested in working on this.*

### Updates

Youa Thao: *Someone needs to go to Dunedin to train Shaun. Michelle volunteered to do it.*

*Keep submitting your computer log in the same way each month. The stipend schedule may change for the summer though. This will be discussed next month.*

### Additional Computer Concerns

**Next Meeting: June 23<sup>rd</sup> at 1:00p.m.**