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Computer Team Agenda

Thursday, July 28, 2022 at 1:00PM

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Introductions

Please state your name and your Computer Position

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

Updates from Administrators:

- Cleveland: **No problems at Cleveland. Admin: Terry Hogan**

- Dunedin: **Admin: Shaun Fife**
- Hamline: **Admin: Gary Laskowski. Hamline's computers are working fine. Computer number 1 disconnects from the wi-fi occasionally.**
- Montreal: **Admin: Keri Levin. No problems with their computers.**
- Wabasha: **Admin: Aado Perandi. No problems at Wabasha. Computers are up to date.**
- Ravoux: **No problems to report. Admin: Andrew Ward.**
- Seal: *Computers are working fine. No problems to report. Admin: Melissa Pappas*

Update from Computer Peers:
- **Closed Helpdesk Tickets**
  o Melissa Pappas: **Neill's printer is working now. They are waiting until the fall to replace the drum. They are having an issue with the Internet. The new modem just needs to be installed.**
  o Michelle Newell: **Valley has an issue connecting their new office printer wirelessly.**

- **New Tickets**
  o Diane Anastos: *No new tickets lately except the one for Neill's Internet issue.*

Updates from IT Contractor
Derrick Malone: **Derrick has visited 10 or 11 sites so far. He has been to several sites multiple times. He intends to visit all the sites eventually.**

Updates
Diane Anastos:
The digital literacy trainings were discussed. Several sites had one to three people show up. One site didn't have anyone. Some people brought their own laptops. There was interest in connecting to home internet, how to turn on a computer, how to do things in Word and Excel.
Offering just computer help rather than classes was suggested. People could make an appointment for help with a particular thing.
Whether we should be doing that was questioned. (Helping with personal devices rather

than helping with hi-rise computers or having classes.
Having classes for things like using smartphones or tablets was suggested.

Youa Thao:
A reminder was given for Peers to mainly communicate with the manager at sites you go to, as well as the person who submitted the ticket.
If you know of any needed computer related things it would be good to let your board know when the budget is worked on in August.
Computer Admins should get their stipend on the RC meeting date.
Giving a copy of your log to the manager isn't required but it is encouraged.

Next Meeting: August 25th at 1:00p.m.