

Computer Team Agenda

Thursday, August 25, 2022 at
1:00PM

Introductions

Please state your name and your Computer Position

Attendees: Melissa Pappas, Diane Anastos,, Gary Laskowski, Keri Levin, Terry Hogan, Aado Perandi, Michelle Newell, Derrick Malone

Updates from Administrators:

- Cleveland: **No problems to report.**
- Dunedin: **Shaun was not able to attend this month's meeting.**
- Hamline: **No problems to report.**
- Montreal: **No problems here.**
- Wabasha: **No problems at Wabasha. Acrobat Reader might need to be updated.**
- Ravoux: **Andrew was not in attendance.**
- Seal: **Computers are working fine. No problems to report.**

Update from Computer Peers:

- **Closed Helpdesk Tickets**
 - Melissa Pappas: **Neill had an issue with their Internet. It seems like it is working fine now. (Part of the issue might have been that people didn't know how to connect the computers to the Neill network if they didn't connect automatically. The Office computer issue was resolved after running the troubleshooter. Valley's office printer is now connected directly to the computer. It is working fine.**
 - Michelle Newell: **Nothing to report. She still has to go to the McDonough lab and check it out. Someone should go to Mt. Airy lab as well.**
- **New Tickets**
 - Diane Anastos: ***No new tickets lately except the one for Neill's Internet issue.***

Updates from IT Contractor

Derrick Malone: **Derrick still needs to go to Seal and Montreal. Also McDonough lab. He hasn't had any problems getting access to hi-rise labs. TeamViewer needs to be installed at some sites.**

Updates

Diane Anastos:

Digital literacy: Scheduling so me more classes was discussed.

Polling residents to find out what they would like classes on was suggested.

Offering individual assistance was mentioned. The Computer Team isn't really set up for

that. It also might be hard to organize and put into practice.

Having a “Computer Help Hour” at several sites was suggested. Also, having this brought up at Residents Council meetings or doing a survey of residents was brought up. Either of these options would let us know the kinds of help and training people want.

Doing a survey as a Google form might be helpful. (With a link or QR code.) Paper forms could also be available. We would need to come up with survey questions. Surveys could go out in September. Replies could go to the Manager or HSC. Classes could be in October.

Making tutorial videos was suggested.

Having classes at the family site labs might be good since there are multiple computers available.

Referring people to places like the libraries and Workforce Centers might be a good idea.

Giving people at least a month’s notice before classes would be good. (Last time there was very short notice before classes were held.)

Having classes specific to different knowledge levels would be best. (Beginner, intermediate, advanced, etc.) Maybe a series of classes.

Word, Excel, Internet basics classes might be helpful for people. Digital skills classes.

We could have a special meeting just about the classes before our regular September meeting. Tentatively September 9th at 1:00p.m.

Next Meeting: September 22nd at 1:00p.m.