

## Computer Team Agenda

Thursday, September 22, 2022 at  
1:00PM

### Introductions

Please state your name and your Computer Position

***Attendees: Melissa Pappas, Diane Anastos,, Gary Laskowski, Keri Levin, Terry Hogan, Michelle Newell, Derrick Malone, Beth Pacunas***

### Updates from Administrators:

- Cleveland: **No problems to report.**
- Dunedin: **No admin in attendance.**
- Hamline: **No problems to report.**
- Montreal: **No problems here.**
- Wabasha: **No admin in attendance.**
- Ravoux: **No issues to report**
- Seal: **Computers are working fine. No problems to report.**

### Update from Computer Peers:

- **Closed Helpdesk Tickets**
  - Melissa Pappas:
  - Michelle Newell:  
**There are still some Internet issues at Mt. Airy.**
- **New Tickets**
  - Diane Anastos: ***Dunedin needs there office computer set up again. Michelle will do this.***

### Updates from IT Contractor

Derrick Malone:

TeamViewer needs to be installed on some computers. There was a password issue at Exchange.

We have TeamViewer business package. There is a free version but it is very limited and has a lot of restrictions on its use.

### Updates

Diane Anastos:

Changing passwords was discussed. They haven't been changed for a couple years. Derrick would do this. Admins can request a specific password though.

Admins should not be changing passwords.

Derrick will look into a better way of storing and keeping track of passwords.

Passwords will be changed before the end of the year.

**Digital Literacy:**

What kind of training we should offer was discussed.

Doing a series of classes was suggested. Giving a lot of advance notice would be good.

Doing instruction on an individual one on one basis might work better at some sites.

Classes might be done at a central location like Mt. Airy or McDonough labs. They would run for two to three weeks. People would need to register for the classes.

Classes would be in October or November. (Before the holidays anyway.)

November 9<sup>th</sup> was suggested.

2:00 to 4:00p.m. Is likely.

Mt. Airy, McDonough, Hamline

Doing more advanced classes such as photo editing was brought up. (That was done during the ROSS Grant.)

A lot of the requests for training Beth Pacunas is getting are for things like help using the Internet and help with resumes and job hunting. (Using job search sites, navigating online job applications, setting up an email address.)

Trainings could be specific things like Basic Computer Skills, how to apply for a job, etc.

People might need to be referred to places like the Public Library and Workforce Centers for job hunting and resume assistance.

Having computer help hours on a certain date was suggested. Residents could come down during that period for one-on-one assistance.

Using the built in Windows help system was mentioned. That could be good, but it could be confusing for people who need to learn very basic things.

Having another meeting about this was suggested.

**Next Meeting: October 27th at 1:00p.m.**