

Computer Team Minutes

Thursday, September 24, 2026, at
1:00p.m.

Introductions

Please state your name and your Computer Position

Chairperson: Khadar Osman

Secretary/Notetaker: Melissa Pappas

Attendees: Melissa Pappas, Keri Levin, Aado Perandi, Youa Thao, Michelle Newell, Khadar Osman

Updates from Administrators:

- Cleveland: No admin at present.
- Hamline: No admin currently.
- Montreal: No problems to report. All computers are working fine now. The Internet is working but it could be stronger. One computer might need a new wi-fi adapter.
- Dunedin: No admin currently.
- Wabasha: One computer is working fine. The other has a missing wi-fi antenna.
- Ravoux: Computers are working fine.
- Seal: Everything is working fine on all computers. (The one that hadn't been working was actually working when I checked the computers today.)
- Front: No admin in attendance. The previous admin stepped down.
- Wilson: No admin currently.
- Exchange: No admin currently.

Update from Computer Peers:

- **Closed Helpdesk Tickets**
- Michelle Newell: No tickets this month. Some officers ask computer questions when she is at the sites.
- **New Tickets**
No new tickets right now.

Updates from IT Contractor and PHA IT

Melissa Pappas:

I did site visits at Valley, Montreal, Neill, Hamline, Front, Mt. Airy, Central, Cleveland this month. Front had their computer stolen. (Theft is still a big issue. Edgerton had a computer and monitor

taken recently, Valley had their cable box taken, Dunedin had a wi-fi adapter taken)
Xfinity is still causing problems. Neill is being charged for going over a data cap that shouldn't be on their account. Several hi-rises are being charged taxes each month on their Xfinity service. Front was being charged a unreturned equipment fee. I was able to get that and the charge issue at Montreal resolved. The big issue with Xfinity is the managers are the authorized person on the accounts, and the Xfinity support won't talk to anyone else when you call with an issue.

Updates

No updates this month except for the Xfinity issues. There are still hi-rises that haven't canceled the Comcast business service.

There will be a Faronics presentation at the Presidents Council meeting this month.

Next meeting: October 22nd at 1:00p.m.