

August 31, 2011 FLITE Technology Meeting Minutes

CHAIRPERSON: Leah Monger

Present: Leah Monger, Emily Mitchell, Josie VanAvery, Kristen Motz, Randall Schroeder, Rick Bearden.

This regular meeting has been rescheduled to September 8, 2011 due to conflicts but it was deemed necessary to hold a short, subject specific meeting at this time.

FLITE WIRELESS NETWORK

Update - Rick Bearden presented new information on reporting problems regarding the wireless network.

Craig Roach checked the wireless system and couldn't find any specific problem. Craig would like FLITE to put in place a mechanism that alerts him to any problems whatsoever within FLITE with the wireless network.

Action #1: FLITE personnel need to notify Craig about anyone having problems. He needs to know who has issues, their contact number to call them, their exact location and time of the issue. He would also like their address if needed. Most of all, he needs a good description of the problem.

Action #2: Rod Gardei & Bill Quigley need to email Craig and cc TAC, Rick, and Scott Claehout.

Action #3: Work order needs to be made for any incidents and Craig will act promptly. If Rod and Bill are unavailable at the time of incident, FLITE personnel should follow through with the email to Craig.

Support:

There have not been any wireless issues since the students arrived; only printing issues.

ACTION: Randall needs to inform Lingfei and Lyle of the procedure for any wireless problems. FCTL representative, Jackie Hughes has been directed to address any problems to Bill or Rod down at the Circulation desk.

Overall Consensus: Craig Roach needs all relevant information pertaining to wireless problems from whoever is witness to the situation.

Submitted by Josie VanAvery