



RAC TECHNOLOGY COMMITTEE
Meeting Minutes – Club Room
October 14, 2020

Chairperson Mike Anderson called the meeting to order at 2:30 pm.

Members Present: Mike Anderson, Benny Blackshire, Larry Chambers, Don Dionne, Tom Hart, Harry Hintz, Don Vore, and Bob Wehrle.

Members Absent: RAC Rep. Ron Sweet. (Excused)

Guest Present: Corena Fristad, ROC President & COO

1. The roll call confirmed a quorum and the agenda was adopted by vote.
2. The minutes of the previous meeting were emailed to all members. A motion was made and seconded to approve the minutes as submitted. The minutes were approved.
3. **Chairperson's Report:** Mike Anderson gave a brief report on the training being conducted in the training sessions and briefly mentioned the technical assistance calls.
4. **Training Report:** Tom Hart gave an update on the training conducted. So far, 40 people have been trained on video chat. Eight more are scheduled for Friday, October 16th and two more will be trained individually. It was suggested that the apps to be trained be downloaded on the resident's device prior to coming to a training session. It was noted some residents may not be able to do this without assistance. Video chat includes training on Skype, Zoom, Facetime, Google Hang Outs, Google Meet, and other commonly used platforms. The resident selects the video chat on which they wish to receive training.
5. **Unfinished Business:**
 - a. **TouchTown:** Mike Anderson stated that we could submit slides to Activities (Community Life Services Department) to be placed on TouchTown. There was a discussion about what to put on the slides and who would do them. It was noted that items on TouchTown are only seen for about 30 seconds, so we might be better served by putting the information on RACREP.org. No decision was made.
 - b. **Meeting Schedule:** Tom Hart requested at the last meeting that we look for a different meeting date and time as the 2nd Tuesday is not working for several members. It was announced to all members by email that the new schedule for the Technology Committee meetings would be the **2nd Wednesday of each month at 2:30 pm in the Club Room**. Tom made arrangements with Stephanie for this time going forward.

6. New Business:

- a. **Annual Meeting:** Chairman Anderson stated we needed to schedule an annual meeting with the residents for election of officers next year. After discussion, it was determined that as a RAC Committee, we do not need an annual meeting with the residents, as committee members are selected from the RAC pool of volunteers and after the assignments are made, the committee officers are elected by the committee.
- b. **Dues:** Chairman Anderson stated we may want to consider charging annual dues for the committee. After discussion, it was decided that dues were not necessary as the committee has no operating expenses.
- c. **Technical Assistance Procedures:** Corena was invited to the meeting to assist the committee in working out procedures for technical assistance. Currently, calls are coming into ROC, Maintenance, and committee members for assistance. All calls were not being assigned promptly or recorded as being completed. After a lengthy discussion the following was decided.
 - (1) ROC will receive all technical assistance calls.
 - (2) A RAC Technology Committee Skills Matrix will be provided to ROC.
 - (3) ROC will contact the committee member with the appropriate skill to take an assistance call.
 - (4) The committee member will report to ROC by email or phone call the completion or status if a call cannot be completed.
 - (5) Committee members should not go into an apartment alone. It is recommended they have a second person (spouse or another committee member) with them.
 - (6) ROC will maintain a database to track all calls. Tom Hart, Larry Chambers, and Corena Fristad will meet and determine what elements should be captured in the database.
 - (7) The Tech Committee needs to develop guidelines to be followed.
- d. **Future Training:** Tom Hart suggested that the committee hold seminars for future training on subjects of interest to the residents. These seminars would be announced and held in the auditorium. It was suggested that the seminars be called "TECH TALK" and held monthly. Committee members were asked to be thinking about possible subjects for the seminars. It was also suggested that the committee have some "Train the Trainers" sessions on the different video chat apps. These training sessions would be for committee members to enhance their skills in different areas. The Auditorium AVL (Audio, Visual, Lighting) system was another one identified that committee members, who were interested, should receive training. Benny Blackshire will coordinate with the ROC office on a trainer and training date and time.

7. Chairperson Mike Anderson adjourned the meeting at 3:30 pm.

8. The next meeting is Wednesday, November 11, at 2:30 pm in the Club Room.

Respectively submitted,
Benny Blackshire
Secretary