



**RAC TECHNOLOGY COMMITTEE**  
**Meeting Minutes – Club Room**  
**September 8, 2020**

Chairperson Mike Anderson called the meeting to order at 2:00 pm.

**Members Present:** Mike Anderson, Benny Blackshire, Larry Chambers, Don Dionne, Tom Hart, Harry Hintz, Bob Wehrle, and RAC Rep. Ron Sweet.

**Members Absent:** Don Vore. (Excused)

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 positive feedback being received from the training sessions.
4. **RAC Rep Report:** Ron Sweet gave a lengthy explanation of why the minutes must follow Roberts Rules of Order and the time frames required for submitting minutes to RAC for inclusion on the Website. He also provided a little history of why there was no chairperson or secretary meetings with RAC due to the pandemic restrictions. Ron also addressed the importance of sending out the agenda to committee members prior to a meeting.
5. **Training Report:** Tom Hart gave an update on the training conducted since the last meeting. As of September 4<sup>th</sup>, 19 residents were helped with video chat instruction. We are now halfway through the number of people who signed up for training. There are 21 people remaining to be trained for the next three sessions, which are scheduled for September 30, October 16 and October 28. Video chats include training on Google Hang Outs, Google Meet, Skype, and other commonly used platforms. It was requested that the short video that is shown at the beginning of each session be put on the RAC website and scheduled to play on TV channel 732, Freedom Plaza Network. Ron Sweet will take action on this and asked if we want to notify people that there are some open slots for the training sessions. Mike & Tom agreed that would be a good idea and ask Ron to do it. Ron stated he would put a notice in the FP Weekly.
6. **Lessons Learned from Training:** The feedback has been good, and the committee has had enough volunteers from the committee to provide personalized training for each individual. The RAC website is being used more as people are taught how to access it and look at all of the different programs. It was noted that people coming out of the hospital and going into quarantine don't know how to use video chat which makes them more isolated from family and friends except for the telephone. Also noted, was that some people are using aids like Alexa for medication reminders, etc. Don Dione put a WiFi booster in the auditorium and it is working well.

- 7. Committee Activities for September:** One training session is scheduled for September 30<sup>th</sup>. Tom suggested the committee develop a chart or handout of the different areas of expertise that the committee members have so people could call for help when needed. It was suggested that the chart/handout be provided to the maintenance desk and they be the point of contact for all calls for help. They received a lot of calls already for different types of technical support, so they could direct them to a committee member with the appropriate level of expertise. It would also be good to have a Freedom Plaza Technology Guide to give out to the residents.
- 8. TOUCHTOWN:** Ron said the committee should decide what is their role with TOUCHTOWN. Currently, Ron does the program for the FP Network on TV channel 732. New equipment is being added to the current system which will give more capability. TOUCHTOWN will be available on multiple devices which will require training assistance by the committee.
- 9. New Business:**
  - a. AVL (Audio, Visual, Lighting) needs people to be trained on the equipment in the auditorium. Committee needs to look at the list of people who are authorized to run the system and check to see who is available and how many more are needed.
  - b. MS Word Basics training is coming to the FP Network. Watch for details.
  - c. Tom requested that we look for a different meeting date and time as the 2<sup>nd</sup> Tuesday is not working for several members. Mondays and Wednesday mornings would not be good either. Tom will check with Stephanie to see what is available.
- 10.** Chairperson Mike Anderson adjourned the meeting at 2:50 pm.
- 11.** The next meeting is scheduled for Tuesday, October 13, at 2:00 pm in the Club Room. A notice will be sent out if this is changed to a different date and time.

Respectively submitted,  
Benny Blackshire  
Secretary

Handouts:

- Agenda
- Minutes of August 11 Meeting
- ROC email, Subject: Event and meeting technical support