Technology Services - Nov 10, 2009 Staff Meeting

Agenda

Communication (including cell phone etiquette)
Asset Based vs Deficit Based Thinking (from leadership collaboration moodle – Asset_Based_Thinking)
WWP Roll-Out Analysis (verbal feedback, and comments http://www.prn.bc.ca/ts/?p=689)
Department Moodle
Procedures (identifying areas where flow charts will be beneficial, assignment to staff for flow charts)
4 Days
H1N1
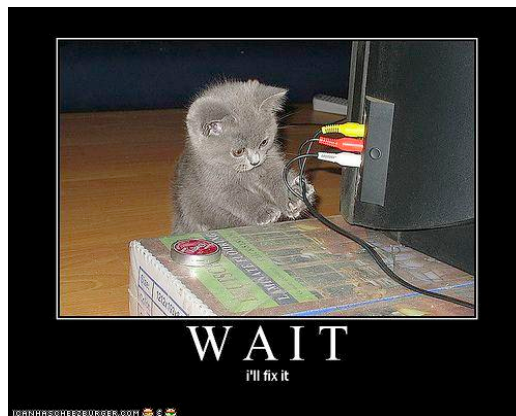# Scheduled/Pending in Helpdesk

Will take a break at the usual time.

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Cell Phones

Asset Based vs Deficit Based Thinking

http://www.prn.bc.ca/ts/wp-content/Asset_Based_Thinking1.ppt

VISION

IF IT'S BROKE, FIX IT!

HOW TO TROUBLESHOOT AND FIX 528 THINGS AROUND THE HOUSE

WAIT
i'll fix it

ICANHASCHEEZBURGER.COM

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WWP Roll-Out Analysis (verbal feedback, and comments http://www.prn.bc.ca/ts/?p=689)

WWP Deployment.isf

Dave Burridge { 10.13.09 at 7:42 pm }

I was confused by not having a master list of laptops at Cran before they were signed out. I still have not received the adapters for those who paid the $67. I hope this happens soon as the students that paid deserve them. Laptop COWS were open when we arrived with the sawed off key inserted so don't know what happened there.

2 J.P. { 10.14.09 at 10:41 am }

I think having a clear and detailed list of procedures along with an agreed upon set of standards for repairs and tag changes and such might be an asset for when the tech dept. does their summer work. If we all know how dirty does a top case need to be to replace, how bad does the asset tag need to be to be replaced, do we take the stickers off the shelves, do we clean the shelves, etc, this might help prevent such a large amount of last minute repairs so we can have the laptops ready to go right away. I would hate to need someone to come along behind us to make sure we are doing it correctly.

3 Allison Finter { 10.14.09 at 11:25 pm }

I am new to WWP this year, but things went well. At RO we did the contracts on PAC Pizza night and most parents showed up. However, I have replaced two batteries already, and have another laptop that requires a work order, but no replacement to give the student.

4 Nicole { 10.15.09 at 9:20 am }

There was a long wait for chargers and some classes got them before others despite the fact that all forms may have been in before the other classes. No master list of computers to match with students. We had to look through all the computers to find the right ones when handing out because the contract was inside the computer. Had to send 3 laptops in for repair on first day. Inaccessibility of contracts at the beginning of the year. Teacher paperwork. Barriers for students with no money. Don't know who to get a hold of at different points in the process for updates. Had to bother AO's for a month to get answers. What is the full process? We were told first to get contracts in signed would have chargers first. Students felt; had to wait too long before experimenting with it at home. They feel that we are not trying hard to make it fair. They are paying to rent for a year long wait to get to take home. Felt a loss of confidence in the system when some kids had while others didn't even though they did everything in their power to get chargers fast.

5 Sheldon Steele { 10.15.09 at 3:59 pm }

The names of the students need to be on the outside of their assigned computer. Taylor needs updated computers. ASAP.

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WWP Roll-Out Analysis (verbal feedback, and comments http://www.prn.bc.ca/ts/?p=689)

Bruce Wik

I image you are getting feedback and I would be repeating that the paper work this year is incorrigible. It has taken up major teacher and learning time no matter what you may say and still I have adapters and batteries out on w/o. Simon has been great solving problems.   Bruce out!!

Christine Todd

What I have found the easiest in the WWP computer roll-out:
One year all my computers in each class were put in alphabetic order in the carts. Now this is not something that has to be "done" as I can easily do this but the year that was done was so easy and smooth. I realize this can be time consuming but maybe not really. It would be really helpful and in the long run make roll-out easy. I found last year and this year that there were some computers that were not in the right carts. I have sorted this out.

When the computer confirmation forms are tucked under the computer lid, I find this the best way instead of receiving a stack of papers for me to find each computer. The papers were tucked under the lids this year.

It would be very helpful if all repairs and checks are done in the summer so the computers are waiting for the roll-out. I had ten computers that were not available but Simon just walked in this morning and brought those computers back to me. I have work ordered six more for repair already and Simon will take them back with him.

I found some computers clean and some filthy where it was obvious that they were not even wiped clean. I realize and am fully aware that a lot of the cheap plastic stains and those stains can not come off.

I am not sure if this happened or not but I have not received a complete asset list of all of the computers that have been assigned to students, teachers, office etc in my school. I believe in the past I have had this earlier in the year. So I am not sure if one was sent and I did not receive it or if it was not sent yet. I have requested a list through the work order process.

As for the adapters. I know that you are trying to make it easier and I know for accountability you collected all of the take home adapters. I think however, it would be reasonable that the tech setting up the cart, at the time that the computers are brought and sorted into the carts that the take home adapters are also brought over to the school. I realize that if the student is not taking the computer home they do not take the take home adapter but at that point the person in charge of the program at the school could be the one to send them back in. I just find that my students will wait longer to get their take home adapter. The reason is that I did not send the list in until most of the students had paid. I did not want to send in ten to twenty or whatever the number would be separate work orders for adapters. I am not sure how you feel about which process is the best and really I don't have a strong feeling one way or the other. I am just thinking what is the easiest for accountability yet gets into the hands of the students at the time of roll-out.   At roll-out time in our school, payments were still coming in everyday for about five days before and after roll-out date.

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WWP Roll-Out Analysis (verbal feedback, and comments http://www.prn.bc.ca/ts/?p=689)

- QC
- Class lists to Sharon when done
- build capacity Rick + 1 other does roll out
- invite teachers to planning in August → tech cmt
- cable clamps in carts
  ↳ duck heads vs cords

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Department Moodle

www.district.prn.bc.ca

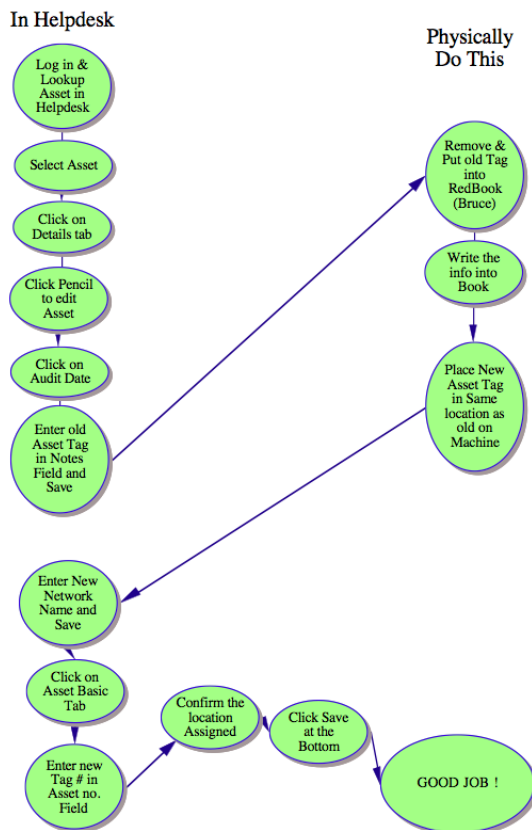Technology Services - Nov 10, 2009 Staff Meeting

\# Procedures (identifying areas where flow charts will be beneficial, assignment to staff for flow charts)

Asset Tag Replacement Procedure

Due Mid Dec

Change printer (Ryan)
return laptop to school (JP)
passwords (Bruce)
→ use IP db for now + helpdesk for new devices
→ Licenses (sharon)

next month Helpdesk GSX 4

Technology Asset Tag Replacement Procedures

In Helpdesk

- Log in & Lookup Asset in Helpdesk
- Select Asset
- Click on Details tab
- Click Pencil to edit Asset
- Click on Audit Date
- Enter old Asset Tag in Notes Field and Save
- Enter New Network Name and Save
- Click on Asset Basic Tab
- Enter new Tag # in Asset no. Field
- Confirm the location Assigned
- Click Save at the Bottom

Physically Do This

- Remove & Put old Tag into RedBook (Bruce)
- Write the info into Book
- Place New Asset Tag in Same location as old on Machine
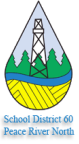
GOOD JOB !

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4 Days

Opt 1. add on minutes
1281 minutes

Opt 2 - no extra paid
no days

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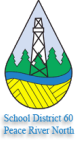
H1N1

- Cough + fever → stay home

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Others

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