ANGEL Team Minutes

Team Name	Support					
Date	08/18/08	Starting Time	2:00pm	Ending Time		3:30pm
Location	BB209			Recorder		Dale Longbine
Members Present	Linda Hendrick, Vickie Taylor-Gore, David Hernandez, Charles Hendrick, Dale Longbine, , Chris Brown					
Member Absent	D'dee Grove, Patricia Stevens, Bill Siddens					
Visitors						

Topics	Discussion, Information	Action to be Taken, Decision, Recommendation, Timeline
On screen demonstration of knowledgebase software – Dale Longbine	Dale logged into the Parature knowledgebase website and explained the features and set up. There are currently 175 questions and answers (articles) in the knowledgebase from all areas of AC. Angel related FAQ's have been copied from existing web pages on CMS and from other college/universities using Angel. The contract limits us to 400 articles. FAQ's in Angel can be pointed to these FAQ's or the Parature FAQ's point to Angel. The 400 article limitation in Parature may not be enough to support all the FAQ's needed in Angel.

A folder has been set up for Angel Distance Education FAQ's that can be a work in progress and not published. Features that we will be using include feedback, surveys, email/ticketing, downloads and reporting.

David White is working on the technology part with IT. He said that they hope to have it available by Wednesday or sooner. There will be a link on the AC Header that says AskAC that will go to the Support Portal page. We need to update some of the terminology on that page. | Use Message Board to post FAQ's with or without answers.

Dale will post the FAQ's that are currently in a temporary folder in the Parature knowledgebase. |

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On screen demonstration of Angel classes from Pearson Publishing – Linda Hendrick	Linda demonstrated Pearson Publishing e-packs developed in Angel at the course connect website: http://www.pearsonls.com/coco_gallery/ to get an idea of how courses can be set up.	Committee members will look at the course content for information/ideas and to become knowledgeable of the Angel software.
Discussion	Discussion that the Sandbox is very limiting and there wasn't anything to demo. Training is scheduled to begin in September with a "train the trainer" plan.	
Action items for next meeting		☐ Develop format for FAQ/knowledgebase items ☐ Begin developing FAQ list. ☐ Look at the support features document that Bill Siddens has posted on myAC.
Next Meeting	.	September 2, 2008