

ANGEL Team Minutes

Team Name	Support				
Date	09/16/08	Starting Time	2:00pm	Ending Time	3:30pm
Location	SSC 277			Recorder	Dale Longbine
Members Present	Linda Hendrick, Vickie Taylor-Gore, , Charles Hendrick, Dale Longbine, Chris Brown, David Hernandez, Bill Siddens				
Member Absent	D'dee Grove				
Visitors	Claudie Biggers				

Topics	Discussion, Information	Action to be Taken, Decision, Recommendation, Timeline
Reviewed minutes from 09/16/08	Minutes approved with one word correction.	Dale will update minutes with correction and post on myAC.
Discussion	Reviewed the procedure for solving student problems with Angel.	Linda created a chart in Visio with the recommendations from meeting on 09/09/08. It breaks down protocol by types of help available (self-service, internal and external). Discussion was primarily about types of problems that should be referred to AskAC/instructors and escalation procedures. Chart was revised to have the instructor problems escalated to CTL. Standard Operating Procedures need to be developed for problems and follow up.
	Discuss procedures and protocol for <ul style="list-style-type: none"> <input type="checkbox"/> Faculty help with Angel <input type="checkbox"/> Class Editor help with Angel 	A workflow was created for instructor problems following the same format that was developed for student problems. There was discussion for a recommendation to develop a procedure similar to AskAC for triaging calls. That would require having a Bill type person as part of the CTL staff.

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	<p>Re-evaluate time lines for completing sub team objectives</p> <ul style="list-style-type: none"> <input type="checkbox"/> Training will not begin until November <input type="checkbox"/> Does this back up our other dates? 	<p>The time lines were re-evaluated and modified to:</p> <p>09/23/08 – Develop steps for getting help and protocol for escalation (extended 1 week)</p> <p>10/31/08 – Learning Angel software well (no change)</p> <p>10/31/08 – 50% of FAQ's developed (no change)</p> <p>11/30/08 – 75% of FAQ's developed</p> <p>Note: FAQ's will always be a work in progress.</p>
Action items for next meeting		<p>David: Meet with Division Chairs concerning non-responsive instructors</p> <p>Dale: Document Standard Operating Procedures (SOP) as discussed in meeting.</p>
Next Meeting	Designer workflow	<p>September 23, 2008</p> <p>2:00 – 3:30</p> <p>SSC 277</p>