ANGEL Team Minutes

Team Name	Support				
Date	09/30/08	Starting Time	2:00pm	Ending Time	2:55pm
Location	SSC 277			Recorder	Linda Hendrick
Members Present	Linda Hendrick, Vickie Taylor-Gore, David Hernandez, Bill Siddens				
Member Absent	D'dee Grove, Charles Hendrick, Dale Longbine, Chris Brown				
Visitors	Claudie Biggers, Patsy Lemaster				

Topics	Discussion, Information	Action to be Taken, Decision, Recommendation, Timeline
Reviewed minutes from 09/23/08	Minutes approved.	
Reminder of 3 goals for this sub team:	☐ Learn the Angel software well ☐ Develop FAQ ☐ Develop procedures for help with Angel, including protocols for escalation	
Final reviewed of procedures for resolving instructor problems with Angel.	Modified the drawing for instructor and course editor procedures to include information from Patsy about staff expectations in her area. Further discussion about he need for tracking software similar to the HelpStar software IT uses. This software would provide data about who requested help, how long it took to complete the request, and who completed the work. The group felt it would give the CTL good data to use for requests for additional staff and to establish benchmarks for end user support levels. It will also identify repeated requests for the same information that might indicate a training need.	Linda will update the Visio drawings.

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Standard Operating Procedures associated with getting help with Angel	Most of the group had not looked at the SOPs posted on the web site.	SOPs will be discussed at the next meeting.
Action items for next meeting		Linda will update charts.
Next Meeting		October 07, 2008 2:00 – 3:30 SSC 277