

Agenda
Support Sub Team – Angel Implementation
09/09/08

1. Review minutes from 08/18/08 meeting
2. Discuss steps for acquiring help for these users:
 - Students
 - Faculty
 - Course editors (designers in WebCT terminology)
3. Discussion time line for accomplishing the Support sub team's 3 goals
 - Learn Angel software well
 - Develop steps for getting help and protocol for escalation
 - Develop FAQ
4. What else?

Action items for next time: