Reneal Team Meeting 13 September 2025

Topics

- Feedback
- Issues
- Team Communication

Feedback

- Overall, Team members know their schools much better
- The Reneal Office has been a big help for the Team
- The website continues to add helpful new content
- Process to repair laptops is much improved
- Process to identify training needs is getting better

Issues

- School response is still a problem
  - Schools do not communicate problems
  - Schools do not respond to offers for training
  - Schools do not respond on maintenance issues
- Expenses for supporting far sites continues to be an issue
  - Travel
  - Shipping

Issues

- Local schools will not reimburse for Team visits
- Some schools using computer lab for other purposes, or have a second computer lab now – not using Reneal lab
- Concern about Reneal office security
  - Can we build some locking cabinets for Reneal equipment?
- Theft at schools continues to be a problem
- Still difficult to deactivate poor schools

Issues

- Some schools have electricity problems

- Constantly moving HoSs and SUs is very challenging

- Schools asking for Windows

Possible Ideas

- Concern about office security

  - Can we build some locking cabinets for Reneal equipment?

- Prepare a 6-month training plan, based on input from early 2026 school visits

- Consider pilot project at a private school to see if usage is better (dedicated ICT teacher)

Possible Ideas

- Consider a Reneal competition for students: Team prepares a challenge, and each school can make one submission for judging – prizes for best entries

- ICT clubs to improve student usage

- "Student Boot Camp" (computer labs have open door for students to drop in and use the computers when they have free time)

- Reward schools with good usage in some way

Possible Ideas

- Consider a Reneal wireless capability so Team can remote in for troubleshooting

- Run reporter.py every time you are at a school to track usage

- Ask SUs to run reporter.py and send in results each month (don't tell them what it is)

Team Communication

- Remember from last year: we talked about the important of **ACK** for professionals
  - Acknowledge receiving a message, even if you can't make a full response at the moment
  - Then follow up when you have time

Team Communication

- Help the Office/Warehouse Team:
  - Inform then if you need something from the warehouse
  - Inform them if you remove something from the Warehouse

Team Communication

- Help the Troubleshooting Team:
  - Inform then when you bring in laptops from a school
  - Make sure laptops are labeled with school name and what the problem is
  - They will inform you when laptops are ready to return to the school

Team Communication

- Help the Training Team:
  - Tell them when training is needed
  - Tell them when training has been completed

Team Communication

- Help the Website Developer:
  - Provide installation information (checklist, donation letter, and GPS coordinates) when installation is complete
  - Provide training information (sign-in sheet, number of participants) when training is complete
  - Keep website developer informed as other information is updated

Team Communication

- Help Big Boss and me:
  - <u>Let us know about problems you are not able to solve within the Team</u>
  - Monthly reports are to help me understand what each Team member is contributing and what the issues are