MV Digital Equity Team Meeting

May 4, 2024

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Agenda

- **New IT Ticketing System**
- **Educational programming**
- **Technology education resource directory**
- **Municipal Digital Equity Planning**
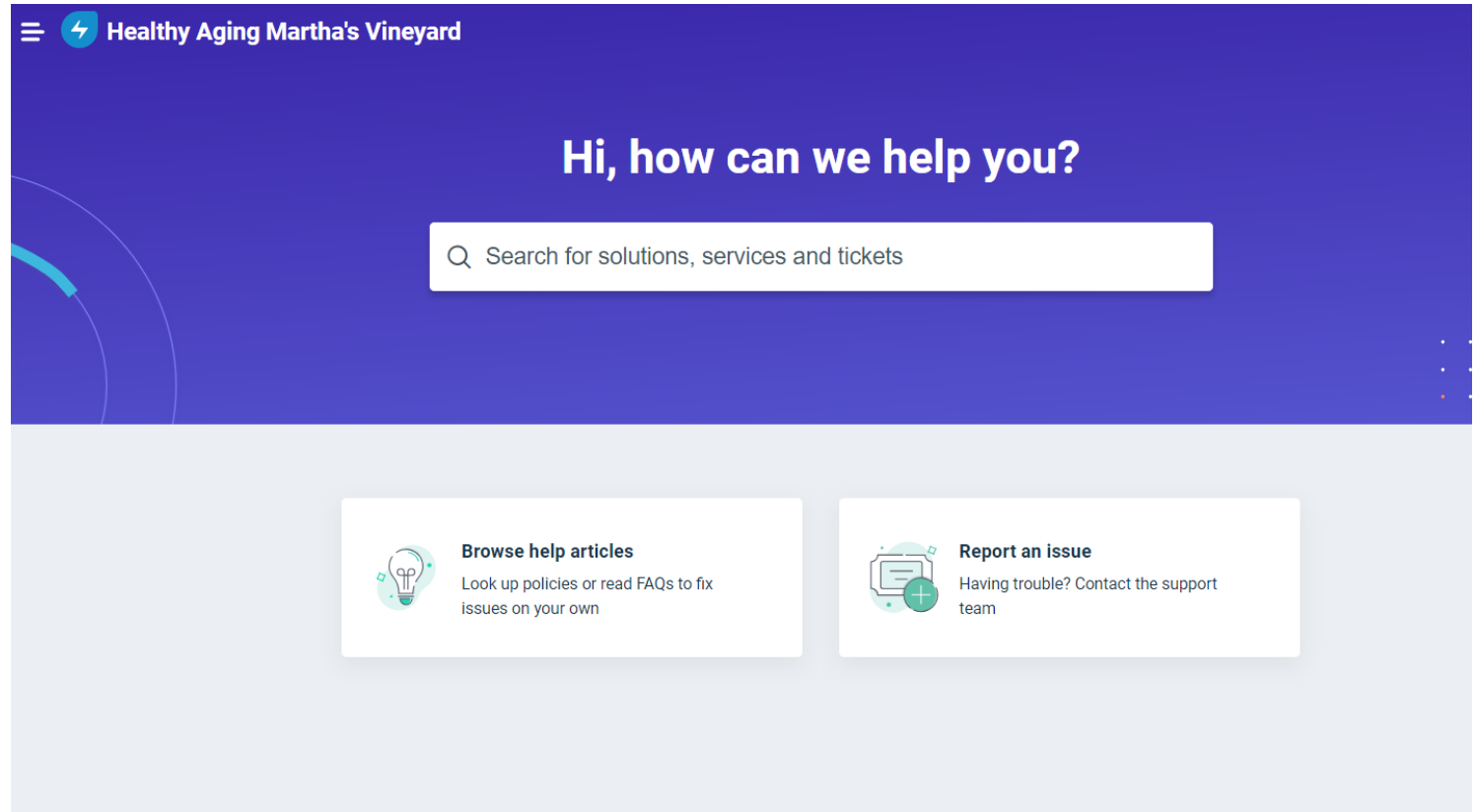- **Call a Tech Pro! Program updates**

New IT Ticketing Service for Tech Pro Requests

Why use an IT ticketing system?

- Data collection
- Request tracking
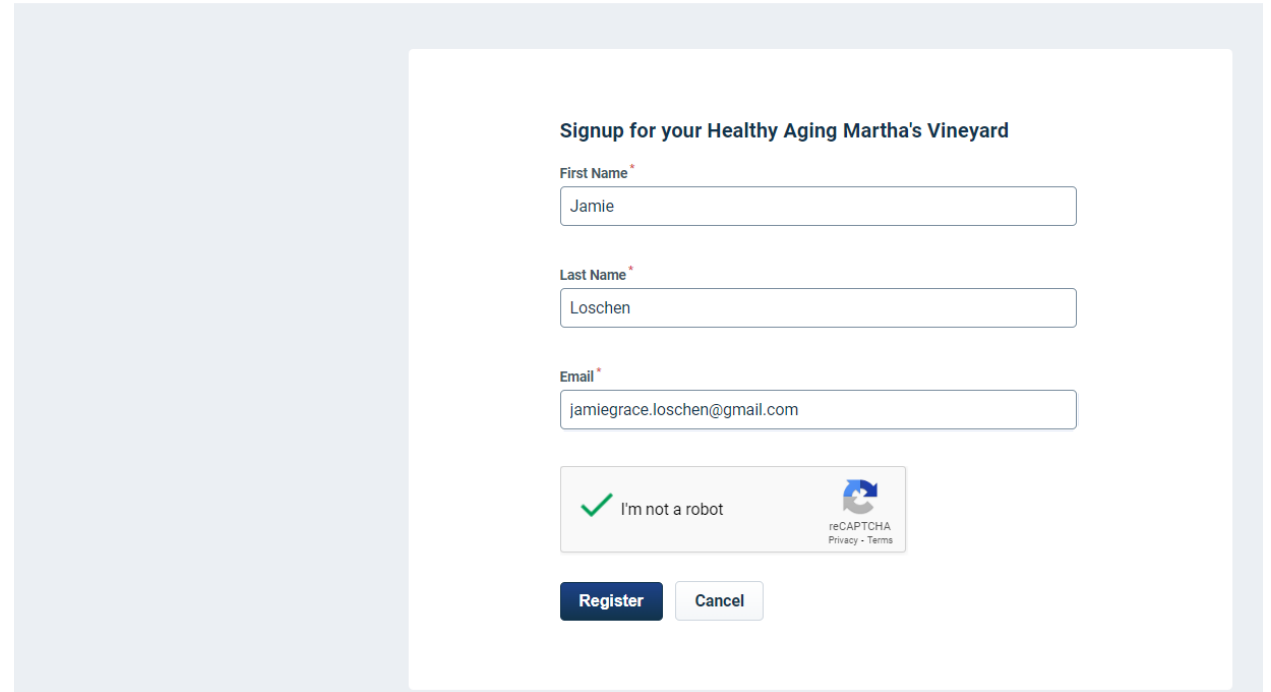- Greater efficiency

How to use FreshService

- Sign up for FreshService
  - [FreshDesk Sign Up](#)
- Bookmark page for easy access
- Complete form and attach participation agreement

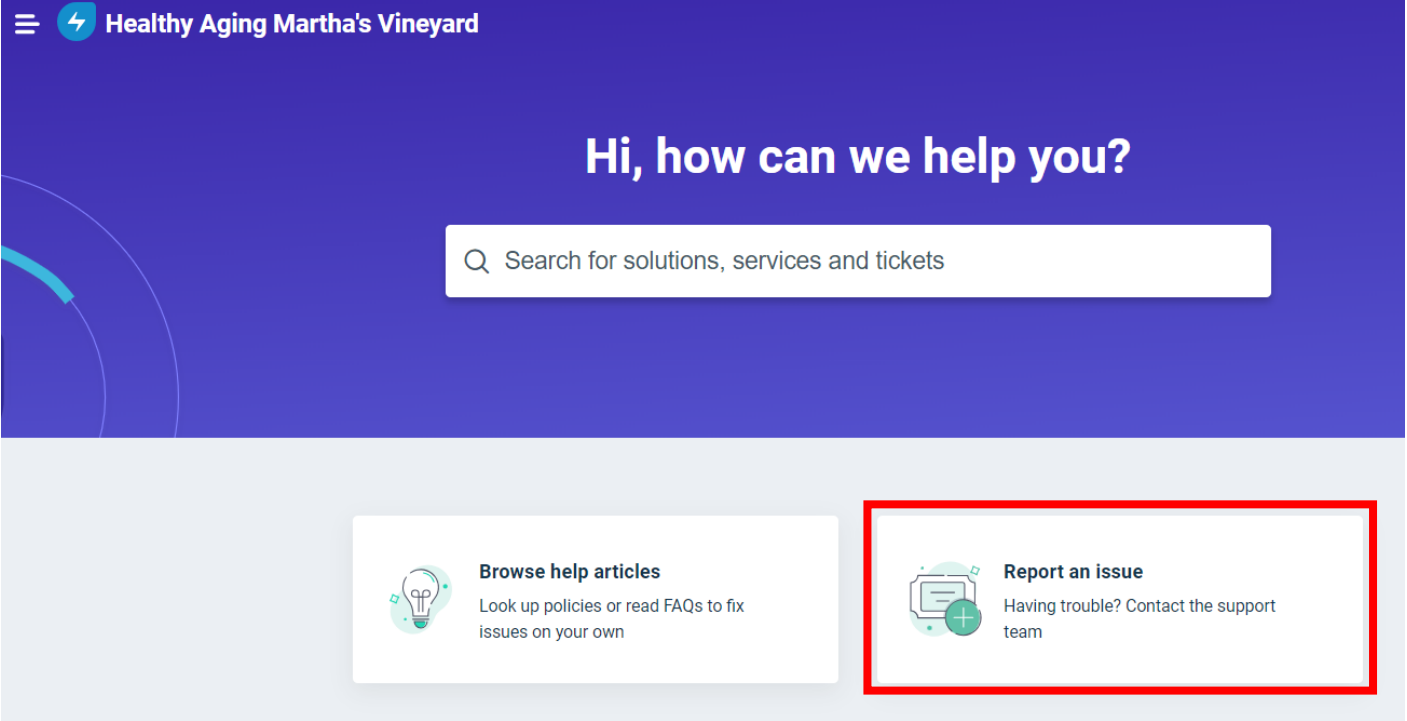# New IT Ticketing Service for Tech Pro Requests

- Create an account on FreshService

- I will email COAs the link to register and/or will set up for you at your location

New IT Ticketing Service for Tech Pro Requests

New IT Ticketing Service for Tech Pro Requests

- Complete required fields

- Enter participant name in Subject line

- If there are specific notes for the case, you can enter them in the description.

- Attach participation agreement

- Click "Submit"

New IT Ticketing Service for Tech Pro Requests

- You can easily check the status of each submitted request on the portal home page!

Hi, how can we help you?

🔍 Search for solutions, services and tickets

Browse help articles
Look up policies or read FAQs to fix issues on your own

Report an issue
Having trouble? Contact the support team

Open tickets

Request for Gordon Loschen #SR-8
Created on Mon, 1 Apr 12:54 PM - via Portal | Assigned to: None   Being Processed

Healthy Aging
MARTHA'S VINEYARD
Making Martha's Vineyard an Aging-Friendly Island

HAMV
10 YEARS
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New IT Ticketing Service for Tech Pro Requests

Once fully implemented, FreshDesk generates useful data and insights into ticket status and productivity.
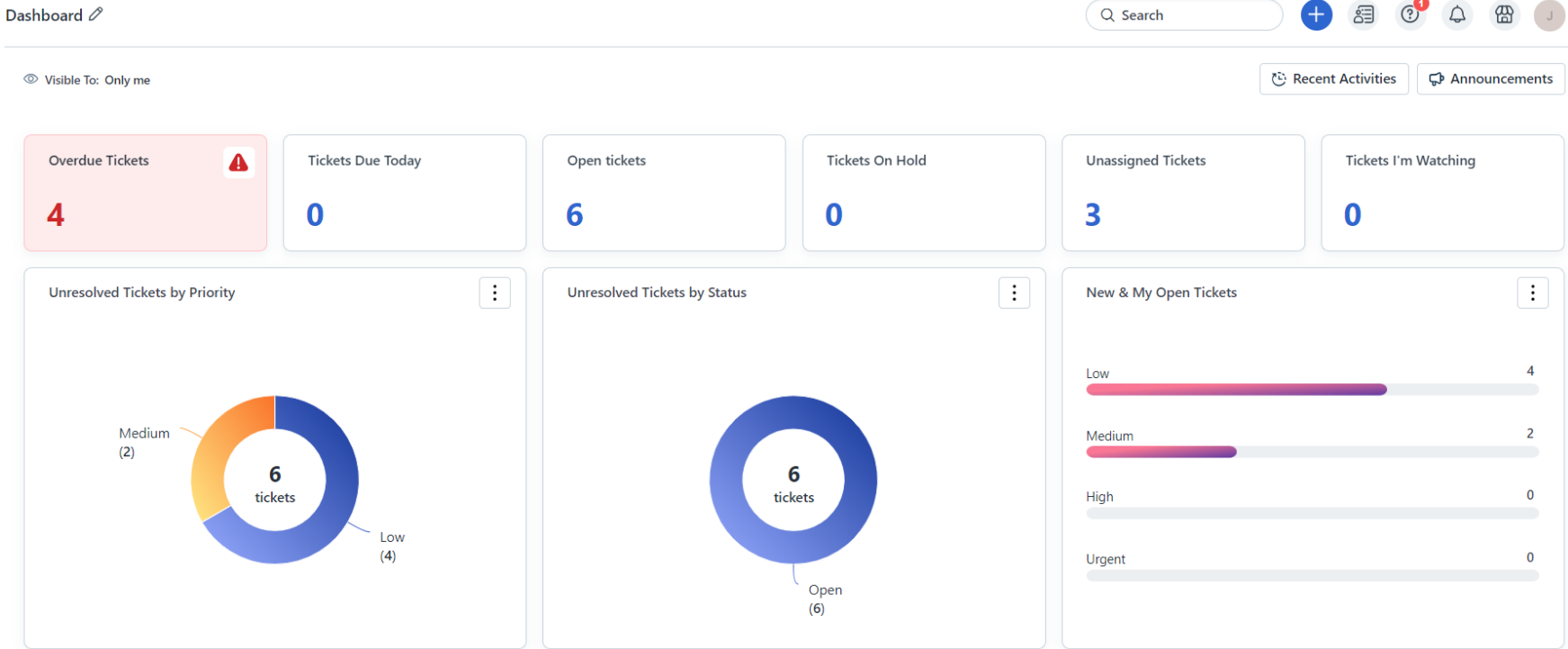
Educational Programming

- Call a Tech Pro has further highlighted a need for technology education, beyond home visits

- Technology education sessions held at OB COA and Up Island COA in March- feedback?

- Our IT specialists are a great resource and similar sessions are within the scope of Call a Tech Pro

- We'd love to get a consistent schedule of technology programming set up at each COA
  - HAMV is happy to help facilitate this

Educational Programming

- Topic areas to focus on:
  - Smart phones
  - Portal access/ two factor authentication
  - Printers

- Educational programming format
  - Group sessions
  - 1:1 assistance @ COA

Technology Education Resource Directory

- The amount of requests for repeat visits has also highlighted the need for a directory of educational resources for participants to continue learning and getting familiar with technology

- HAMV would like to create an overview of available resources on island

- Compile information on a rack card to be left behind at tech visits

- What programming does your center offer?

- What information would be helpful to include on directory?

Resource Directory Ideas

- What to include:
  - Locations where services are available
  - Contact information/where to learn more about options

- Keep it simple with general information- we know schedules change!

Digital Equity Planning

- Recent grant funding was available to municipalities with a digital equity plan in place

- Currently, no town on MV has a digital equity plan on file

- Requires participation from each municipality OR the Martha's Vineyard Commission

- Is this something we as a coalition would like to pursue?
  - Example digital equity plan here
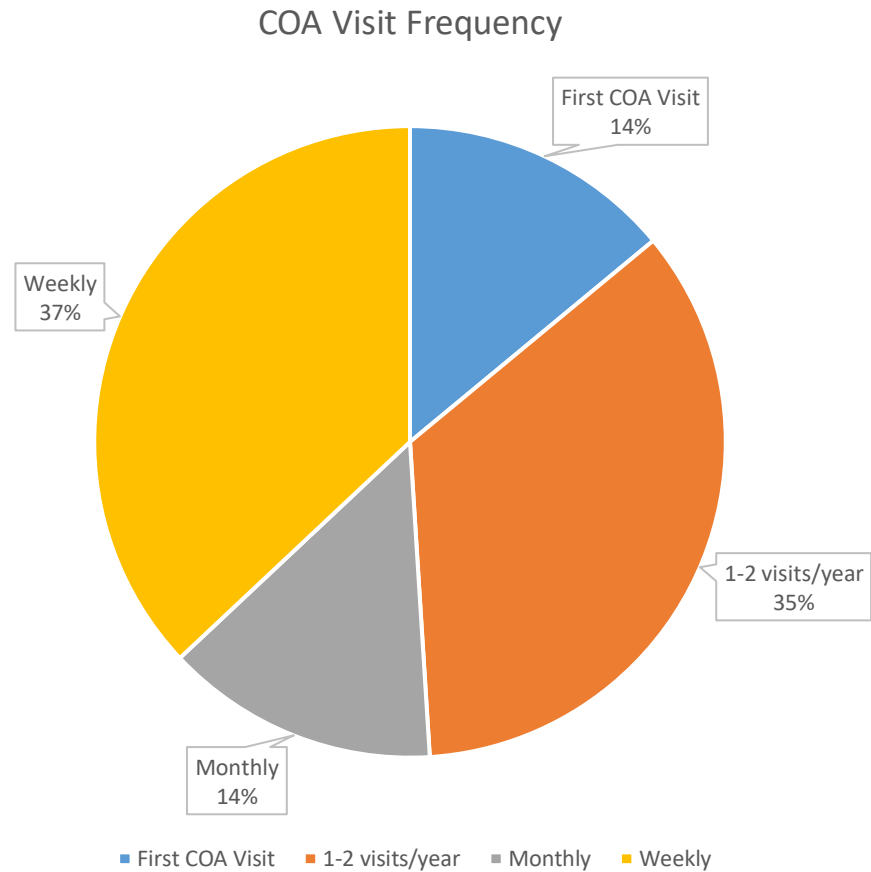
Call a Tech Pro! Pilot Program Update

January 1, 2024 – March 30, 2024 Program Data

- 126 tech pro requests
- 103 visits
- 89 Participants
- Post visit surveys now being collected

Survey Responses

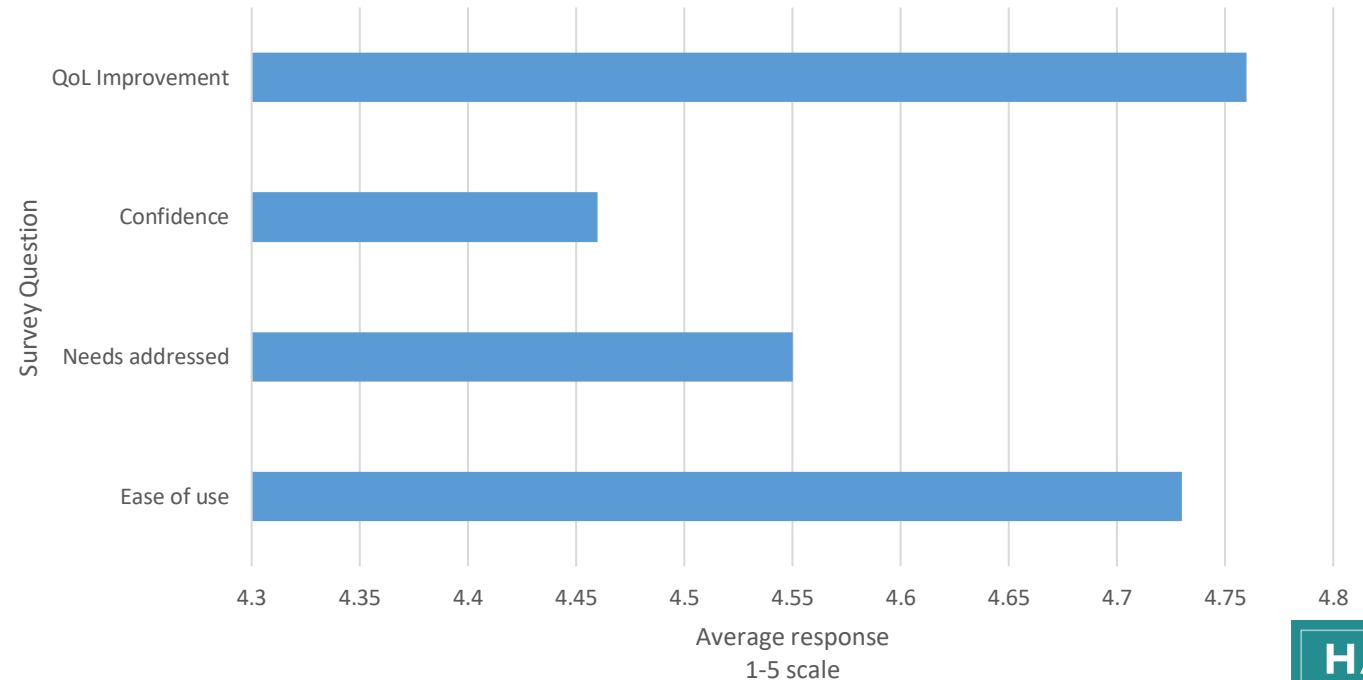January 1, 2024 – May 22, 2024   n=37

QoL improvement: *"Call a Tech Pro has helped improve my quality of life"* *(1-5 scale)*

Confidence: *"Call a Tech Pro has given me more confidence in my ability to use technology"* *(1-5 scale)*

Needs addressed: *"Call a Tech Pro was able to address my technology support needs"* *(1-5 scale)*

Ease of use: *"How easy was it for you to use Call a Tech Pro?"*

Call a Tech Pro! Survey Responses

(Bar chart — Survey Question vs. Average response 1-5 scale)
- QoL Improvement: ~4.76
- Confidence: ~4.46
- Needs addressed: ~4.55
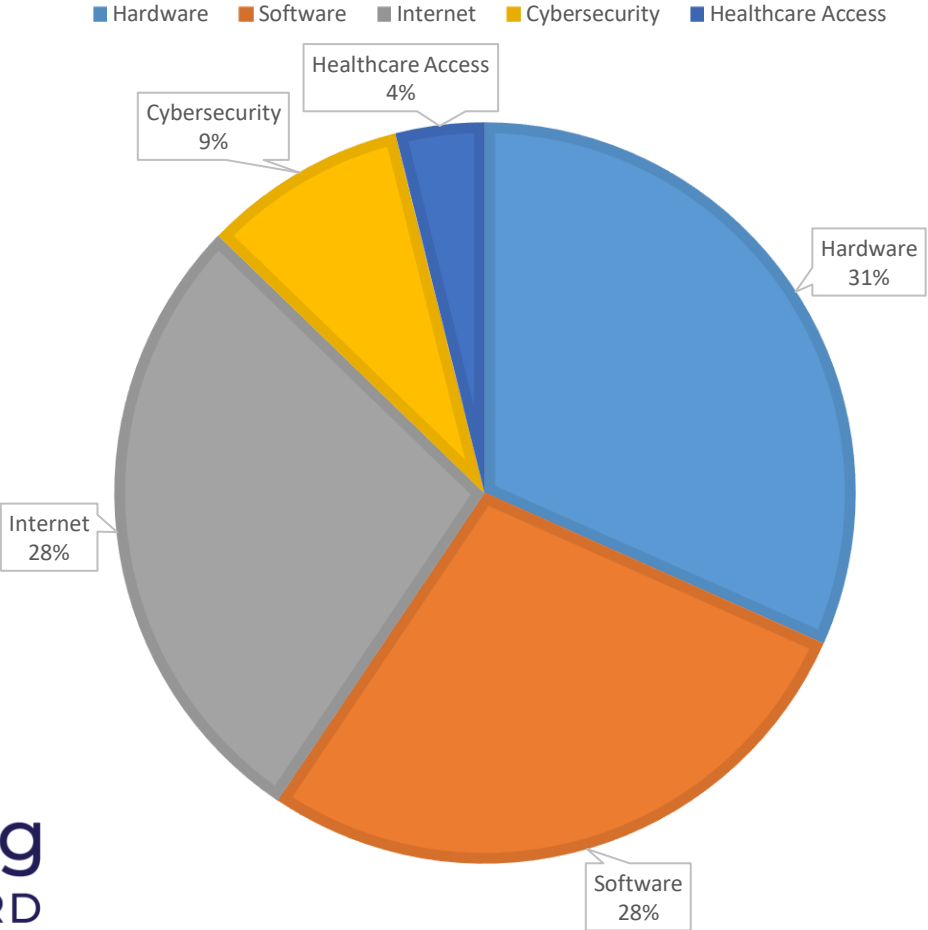- Ease of use: ~4.73

Support Topics- What are the Tech Pro's Working On?

January 1, 2024 – March 31, 2024   n=103

ASSISTANCE TOPICS

"We had a wonderful experience with our tech pro. He was polite, patient, prepared, prompt, and easily understood. He was sympathetic and understood how to help two hearing impaired people. We very much appreciate this service and hope it will continue. We have so much to learn: watch, phone, desktop and cannot keep up with the technology and demand."

"Mr. Patterson was prompt, found a virus, and fixed it. Told me I did not need to purchase McAffee, got photoshop up, taught me to use my scanner, fixed my microphone for Zoom meeting, got my TV working, and told me to take all this gear that I was paying for back to xfinity. Very valuable service!"

The tech was prompt, courteous, and very helpful in explaining reasons for my tech difficulties. He offered professional help in correcting problems and cleaned up the detritis on my computer so that it now works more efficiently.

He was very knowledgeable and resolved my issues rapidly but then took time to show me "how." A great stress reliever for sure. All are so happy to have this service and hope it continues. I realize there is a long list but I am no longer worried if I don't understand an application on my IPhone. Thank you!

Rachel is great, very patient, funny. She was very non-judgemental. Thank you!

She taught me so much, I cant tell you how much of a leg up its given me. Husband died and he was the tech person and Rachel has really helped get me up and running with tech.

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Discussion and Q&A

- Vision for Digital Equity Coalition future

- Do we want to pursue any specific initiatives?

- Meeting times?

THANK YOU!!!!!

We know everyone is busy and are so very appreciative of your time and effort!

Please don't hesitate to reach out if there is anything I can help with!

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