Voice of the Customer: Technician Meeting - April 27, 2016		
I attended the most recent meeting.		Yes - 22
The most recent meeting included items that were relevant to my daily activities.		Yes - 22
Please detail the most beneficial aspects of the most recent meeting.		
Having clarification about network printers.		Becky Cooks Slides
Instructional Technology Update and LanDesk Conversion Procedures		Distribution of Detailed Information.
Listening to the Becky discuss the rollout details		Becky Cook's talk/DII LanDesk
Meeting and listening to Becky Cook was very informative.		Instructional technology replacements
The intrastructure is in good. Curriculum is not clear.		Information
Updates on landesk and bond technologies		All the information
What new technonolgy we can expect in the coming months.		Becky's presentation
Meeting Becky Cook for the first time and putting a face with a name. Her presentation was very informative in regards to cirriculcum hardware		network printers and landesk
Updates from Becky Cook even though I don't agree with why she didn't replace desktops and laptops. It's an even swap.		
All of the information presented was beneficial, so I can't say one was any more beneficial than another.		
Please detail specific ways the most recent meeting could be improved.		
every topic was on point	It is okay	Keeping open discussion
Less campus specific questions.	None	
It would be greatly appreciated if we could have the meeting at 9 or 10 for those of us that do not live near ISC.		
Maybe a touch of breakfast, kolache or bag of chips for the afternoon meeting; so		
Not explain the info like you're listing your troubleshooting steps in a support ticket...get to the point.		
Small group gap time about issues that other campus concerns		
Perhaps less time should be spent covering the bond information. It is entirely irrelevant to our daily activities, and should not comprise the majority of our meetings.		
Please identify any technology-focused campus concern your campus is experiencing at this time.		
Kaspersky licenses expired	none	None
None at this moment	None so far	Old machines
Shortage of the Hover Cams		
Suggestions, Thoughts, Ideas?		
Add to Resolution Code NTF (No Trouble Found)		No
How about we have a link we can click on to during the meeting to submit questions in real time and get answered after the meeting		None
Move meeting to golf course have some groups at each hole so I can meet with		Thank you! Terrific meeting as always.
Becky mentioned bringing us into Lab 3 to demonstrate for us the complete classroom setup. I really like this idea, and it got me thinking about having hands-on parts of our meetings such as when we talk about Hovercams bring a bunch of hovercams and have us install them on the computers in the lab, or have us all log in on the lab machines with LANDESK to see the Workspaces and try out installing software and whatnot so we'll have experienced what our staff sees before the conversion occurs; it's easier to understand and remember an event than a powerpoint slide		
It would be greatly appreciated if we could have the meeting at 9 or 10 for those of us that do not live near ISC.		
Maybe hold an optional montly Q&A meeting with richard and ingrid for those who have several campus specific issues.		
Overall, how effective was the most recent meeting? - Very Effective - 4.3		
Effective - 5	Very Effective - 3	Extremely Effective - 11
Campus Level - (optional)		
High School - 3	Middle School - 9	Other - 1
	Service Center - 1	
Identify items that you would like to see added to the CUSTOMER Knowledgebase found on mySupport.		
Questions for the customer, such as what is it doing or not doing?		Summer School Procedures
Identify items that you would like to see added to the TECHNICIAN Knowlegebase found in iSupport.		
Certiport install information.	Outlook fixes/procedures	Promenathean Board notes/LanDesk notes
Imaging directions for ALL tablets or specialized equipment that requires an unusual method of getting into DII-SIS. It could be grouped into a single direction sheet that's listed with all the product models it applies to		