

April Voice of the Customer: Technician Meeting

The most recent meeting included items that were relevant to my daily activities.					25 Yes	1 No
Please detail the most beneficial aspects of the most recent meeting.						
Information shared by DII, Ingrid & June referencing use of Promethian Boards						
LanDesk Update, Promethean Rollout and Network Printer Replacement Update						
LANDESK information as presentations by Lillie are always useful and informative.						
learning more about landesk			The New Landesk for imaging tool.			
changes that are going to take place			Update on equipment replacement, update LanDesk			
It was to the point and we were in and out			information on upcoming changes			
Lillies presentation on Landesk			Deployment of new technology for teachers and staff			
Current information		Open Discussion		New equipment coming up and software,		
LANDesk is coming!		LanDesk	Lan Desk	LanDesk Preview	Landesk info	
Please detail specific ways the most recent meeting could be improved.						
I enjoy asking questions as the mtg proceeds; many times the question is forgotten if we wait until the end to discuss.						
Need speakers for the speakers - hard to hear when they are facing front			was fairly good		NA	
Not have management be extremely defensive when questions are asked.			None		Love open discussion	
Less campus specific questions from techs			People need to speak louder or center them self half way in room.			
Less chaotic discussions, more direct answers			Principal and teachers that equipment update for campus.			
Please identify any technology-focused campus concern your campus is experiencing at this time.						
I have already sent in a survey but thought of this addition I would like in tech knowledg base. thank you						
Lack of replacement computers, Moodle issues not being addressed, and being told different stories regarding new machines getting kicked off the network, laptops connecting						
The Hp8510 XP platfrom will continue for years to come.						
Yokel going offline regularly. It has been suggested to have dedicated wireless keyboards for these yokels but the bldg is						
Laptops and Printer information			Learning how to use/install/maintaing new hardware			
NA		none	old equipment			
Suggestions, Thoughts, Ideas?						
Can we please adjust the meeting time to 9:00. Traffic is horrendous trying to get across town to make the 8:00 meeing.						
Enjoyed seeing Scottie lead the meeting (very professional). Information from Richard and Lillie is always informative and on-						
I have already sent in a survey but thought of this addition I would like in tech knowledg base. thank you						
My surface pro had no Internet Access and Outlook remained Disconnected the entire meeting.						
Wire Yokel to the neetwork giving us access to the controls without the use of a dongle. someone up the ladder didn't think						
Great meeting as always - thank you!			Hold on we're in for a bumpy ride!			
none		None	NA	cake or snacks	Keep open discussion	
Overall, how effective was the most recent meeting?						
Extremely Effective - 5		Very Effective - 8	Effective - 7	Somewhat Effective - 3	Not Effective - 1	
Campus Level - (optional)						
		High School - 9	Middle School - 8	Service Center - 2		
Identify items that you would like to see added to the CUSTOMER Knowledgebase found on mySupport.						
Maybe have easy way to get to them, that I could use even on my devices (phone)					nothing at this time	
nothing comes to mind at this time.			Up to date notes and use of Icons from the Zen window			
Identify items that you would like to see added to the TECHNICIAN Knowledgebase found in iSupport.						
I would pay good money to have instructions on filtering, setting up moving around behind the scenes in iSupport groups						
Issues tha come up as we fixed/install new equipment						
It would be nice to have a detailed description of what each bundle in the ZEN does. Ex: what is the difference between all of						
nothing at this time		I would like to see the search feature work with keywords.				
nothing comes to mind at this time.			For the Request Resolution Code to have a couple more options.			
Easier way to look up items			information on using Promethean boards and lan desk			
Testing periods where tech are taken away should be identified by campuses and Admin that testing is perferance over calls.						