

## December Voice of the Customer: Technician Meeting Survey Results

### Did you attend the most recent meeting? 20

### Did the meeting include items that were most relevant to your daily responsibilities?

No	
yes - 14	Yes, thanks
Yes it did	Yes, they covered everything that i had questions about
yes, I found a lot more information/update on how to power wash a chromebook.	

### Detail the most beneficial aspects of the most recent meeting.

Antivirus info	Frankie's project overview. Student login info...
it was all very informative.	Learning about re imaging loaner laptops
overall understanding of current and future processes	Service Portfolio information will be very useful.
the new online testing and training	The Security Change in software was beneficial.
The training support and google classroom	yes

Descriptions on how to sign up for the most recent online classes given by Doug Baker  
 > Hearing of the good work at Dean MS - that was outstanding. > Learning about the training opportunities setup by Doug  
 \* Frankie's presentation/comments at the beginning of the meeting  
 I sent in a question and it was answered by Larry, although he says that he didn't like the answer that was on the presentation  
 All of the updated information given during the meeting was helpful  
 Troubleshooting of the chromebooks. I was not aware of all issue that were resolved with chromebooks.  
 More training on my learning, updates on kaspersky and cyber security

### Overall, how effective was the most recent meeting

Extremely Effective - 4	
Very Effective - 10	Effective - 4
Ineffective - 1	Extremely Ineffective - 1

### Identify any technology-focused issues your building is experiencing

chromebooks, hovercams, and display issues.	docking stations
Missing Promethian boards that where possibly delivered	we do not have any to my knowledge

my daily responsibilities are starting to mix with how to help teachers teach their lessons. Including how to create lessons for ClassFlow and allowing the Chromebooks(Not possible to my knowledge) to be used with it in case a Substitute is present.

None - 10	Security
Nothing stands out as a huge problem; I look forward to the wireless training...all the better to check it out often and be more proactive about the service,	

### Suggestions, thoughts, ideas?

None at this time. - 6	
earlier meeting? - I had to leave early since I have to be at my Campus before end of school day	
I do agree with the topic given during Frankie's section. Principals and staff members need to be given more detailed informatuon from Becky in regards to their campus equipment updates. Or have a contact person that each principal can call if they have questions regarding new technology on order or on the way.	
> Please continue to update and improve the Knowledge Base. I have always found it awkward to find anything easily. Perhaps place inifo/reminders about programs, drivers and tips found on the G/Service Tech drive. I was recently completed a fresh install/setup of scanit for the Business ofc/CATE. All went well but the address needed [ <a href="https://cfisd/schoolnet.com">https://cfisd/schoolnet.com</a> ] is not listed anywhere. I could not remember it and only found it by walking the english office to copy it off that brother scanner.	

### Team

? - 1	
High Schools - 2	Middle School - 1
Technology Service Center - 2	Technology Service Center - 13