

Voice of the Customer: Technician Meeting - February

Did you attend the most recent meeting?

Yes - 15

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

for testing (not precisely daily) - 1 TELPAS Training was useful - 1

Yes - 13

Detail the most beneficial aspects of the most recent meeting.

Everything Knowing what to expect and how to handle things.

none Questions

Security Training for TELPAS and STAAR Telpas testing information, and future moving to wireless

Testing information The Q-Ball Mic

What my responsibility is in the testing area.

confirmation of password for testing and info on new Staar update

I appreciate any information, I see that as learning something I did not know. Information regarding the Telpas testing. Any troubleshooting tips is a huge plus!

Identify any technology-focused issues your building is experiencing.

None - 3 WiFi on P460's disabling and requires admin login to reset.

Ticket: H22A281884 Explains it. Basically, some new equipment bugs to work out.

change...lol; removing projectors from ceilings has some feeling vulnerable

Reimaging/ Hp drivers on Win10 machines

working on getting my keyboarding class ready for Telpas testing.

Suggestions, thoughts, ideas?

No None - 2

none, accept if it was possible to re-certify online or email Keep the microphone ball in the meetings.

question I should have asked. With me gathering laptops from throughout the building to use for testing, is there anything you would recommend that I do with these laptops prior to testing. ie clear profiles, image?

Why do the Prime techs get notified that our USB flash drives for imaging need updating and we do not??? We have been trying to image US History Helix tablets for the past 2 days with no success. Prime tech informs us of this but not CCC.

Team

Overall, how effective was the meeting?

High School - 6 Effective - 5

Middle School - 6 Very Effective - 5

Service Center - 3 Extremely Effective - 5

Voice of the Customer: Technician Meeting Survey Results

