Voice of the Customer - Technician Meeting April, 2018 Survey Results

Did you attend the most recent meeting?	23 - yes

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

Info on the new eschool was most important.	yes - 15
yes, it was informative and to the point.	Yes there were some.
yes about the imaging issues, transferring teachers and their technology and the eschool issue	
Yes, this meeting was very informative on our daily responsibilities.	
Yes. Frankie's Time Management portion was good, but didn't reflect reality. I always have a plan going into my work day, but plans to run the day seldom work out. Things change moment by moment as the day wears on and that usually disrupts any plan we may have. Personal Note - My pastor stated in his sermon this past Sunday: "Every day we should go to bed totally spent of energy believing that we did our best that day."	
N/A	

Detail the most beneficial aspects of the most recent meeting.

Enjoyed the Cyber Security update	All of it
Basically how we should keep focused on what we do	general info on what was going on for techs.
First things first, prioritizing our time, clarification is good. Cyber security is a must. ESchool, I would like to see as much info on this as possible. Data drop troubleshooting is good.	
The concern of checking out laptops at the end of the year. Needing to know what to do for our teachers.	
The time management suggestions and network troubleshooting instructions through the distributed phones were quite beneficial. I also really appreciated that opportunities for learning and advancement were discussed as well.	
about the imaging issues is still an issue, transferring teachers and their technology, and how we as a campus should handle it, and the eschool issue. CFISD Cyber-Security-Service and the Trusted Learning Environment Seal, Data Security Training available info for technician purchasing	
Advisement of trainings offered, detailed process for basic troubleshooting on VOIP, information about backend processes and procedures (eschool, cybersecurity, purchasing, instructional)	
Clarification on using phones for troubleshooting network drops	
Answer to the decisions being made about the new equipment coming in and the old equipment going out.	
Q & A with each presenter answers a lot of people's questions.	
Just keeping up to date on the latest agenda items for CFISD technology.	
Each Dept giving a little information so that we are not in the dark about things.	
I enjoyed the presentation of how to prioritize and use my time more productively. This is key in all aspects of my life.	
I think the review of the 5 W's was a great addition. There are a lot of staff that have not worked on a helpdesk before so educating them on what may be needed for troubleshooting in a ticket is important. Educating the users on what information is needed if we have to escalate is also important so this information can be taken back to the staff.	
Five W's, Troubleshooting network drops with an IP phone and trainings that will be available for us to attend soon	
N/A	

Overall, how effective was the most recent meeting?

Extremely Effective - 3	Very Effective - 11
Effective - 7	Ineffective - 1
Extremely Ineffective - 1	

Voice of the Customer - Technician Meeting April, 2018 Survey Results

Identify any technology-focused issues your building is experiencing	
None - 6	Imaging
BYOT 4/26	
imaging issues, eschool gradebook not working as teachers were trained, also other details about eschool like printing certain reports. Difficulty getting through to CCC for technicians, hold line over 15 minutes.	
Just minor troubleshooting issues here and there. Also, we are dealing with the looming construction/remodeling project that will require a lot of attention going forward at Langham Creek.	
ESchool plus. I get asked a lot of questions about this and I have to admit I do not know much about it. I don't know much because a TA does not use this site. I get reports about phones not working. My principal, school secretary, and the TA phone. I was wondering if they are doing updates or some kind of maintenance? The phone restarts and displays no network available, eventually it is back to normal. This was happening Mon (principal), Tue (TA room), Thur (school secretary). No reports today by anyone else, it appears to be good for now.	
Re-imaging had been adversely affected for a week, but I believe all issues have been resolved.	
Staff training on recently delivered promethean boards. Equipment is working. A large majority of staff perception is the promethean boards are not working correctly.	
The transition to the new eschool is kind of rough on many of the teachers and staff.	
We have issues with imaging since we moved into the building. We typically have to attempt to reimage equipment up to four or five times before it works. We frequently have to take equipment to ISC for it to image the first time.	
We seemed to be good here at Watkins. Teachers just waiting for their new technology equipment	

Suggestions, thoughts, ideas?	
Keep up the good work!	None
N/A	None at the moment.
I know we have the thoughts and question section but I think it would be cool if we could end the meeting with a fix/tip section. Maybe people could submit solutions for common issues happening around the schools or maybe just something having to do with isupport or ivanti as refresher information. Nothing too in depth, just a small tidbit that may make a big difference. It could have the potential to end meetings on a positive and informative note.	
I'm fairly new here at CY-FAIR ISD , but I'm sure I will have some in the future.	
Schedule more training with staff at campus to reduce or determine what is a valid issue oppose to what is perceived as equipment is not working correctly.	
Send PP before meeting so we can address things a lot better during meetings.	
Possible someone in CCC to man a text line for help for the technicians.	
Window training - hardware training - software training - lanschool - networking.	
With the critically overdue tickets. I know its not a slap on the hand for some but....when I get one it means a lot to me. When they are sent back to us and we are the last one to have it and its the first time you have seen it its upsetting to me, Is the resolution being looked at so that you are aware of whats going on with the ticket?	
Start the meeting with a more energetic/relevant presentation. I believe Frankie's motivational presentations would be better as a send off.	
What should we as Campus Techs expect for year end? Do we do a year end inventory etc.?	

Team	
AAS - 1	High School Technicians - 8
N/A - 1	Middle School Technicians - 8
	Service Center - 3