

September 23 Technician Meeting Survey Responses

Overall, how effective was the meeting?

Extremely Effective - 3

Very Effective - 9

Effective - 7

Detail the most beneficial aspects of the most recent meeting.

The share session! having smaller groups	Network Printers Distribution Plan small group mtg.	Open discussion Landesk discussion/imaging
Updates / Information	Very productive small group discussion	Small group meeting
Learning more troubleshooting with LANDESK	Speaking with Larry & Josh and the after mtg with Scottie, Richard and Jay	Hover Cams issues with desktop computers specifically 785 models.
That we are able to discuss and bring our ideas to the table.	info about Hovercam working on the issue of the unit shutting down the machines	
Having a working meeting is THE BEST thing! Being able to speak with others and get insight is very beneficial. Things were even shared that CCC did not know but it would benefit to be shared on Knowledge Base IF it works.	The small sitdown sessions were a welcome change to the format. It allowed for a more personal open discussion of matters that technicians are facing at their campuses, and how we as a service technology department as a whole can be better.	

Identify any technology-focused issues your building is experiencing.

None so far	Installing Network Printers	overwhelmed
Prom boards	Package mistakes to SPED related units	Wi-Fi laptop not connecting
Unable to reimage from pxe boot at Bang	Landesk has no icons after imaging several times	Hover Cam shutting down teacher computers
Imaging is much better but issues still arise with known good models	Older equipment is getting more difficult to support.	
Some buildings, not all, very few, still have spots where imaging isn't even starting, but this might be a bios issue with the time and will be tried with.	The older laptop hardware (Dell e5420) is beginning to fail. Multiple teacher machine's hard drives are failing and I am managing the issue.	
Staff Drive is encrypted and ticket hasn't been addressed yet (by ISC?)	DQ45s not working well. However, after re-imaging to Windows 10, the teachers seem pleased that their computer is working a little better.	
Movement, old/outdated machines, more and more responsibilities with less and less help.	Some of the Yokel TV's will not stay logged on. You can log in and have the info running and then it will revert back to log in screen	
the internet is not stable, experiencing slowness, google chrome do not work all the time, ip phones are just in the way and most user are disconnecting them or pushing them to the floor. IDF closets beeping. Marquee not working and not able to figure out who need to come to fix it.		

Suggestions, thoughts, ideas?

More tables and chairs	Meeting setup was very nice	better commucation
Less complaining from technicians in the district.	Information/Knowledge for TECHS regarding SPED units	Not at this time.
Thank you for moving the middle school meeting time. What was taking me an hour to an hour and a half to drive to ISC, only took me 35 minutes!! Much appreciated!	PLEASE keep the "Small Group" concept going. I think yesterday proved it is needed. If DII could stick around to answer questions would be nice.	
We need a fix for Trust Relationship error other than reimage - users are not happy when they loose all their unsaved data.	For HS techs, can only one attend? I mean can it be optional for both to be there and required for at least one to attend?	More training and updated Knowledge base to go back to
It just comes with the job, no complaints. I am managing the issues for my campus staff by getting tickets sent it to TSC for hard drive replacements and re-imaging student laptops as needed as temporary teacher machines. Teachers ask me daily about the new hardware coming in and I direct them to the Instructional Technology website for updates.		

Team Response

High School - 6

Middle School - 8

Service Center - 4

Other - 2