

January Voice of the Customer: Technician Meeting Survey Results

Did you attend the most recent meeting? - 25

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

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| Yes - 20 | Yes. The information provided from each team was helpful. |
| About half of the meeting was relevant to me. | For the most part. |
| Yes, every meeting includes items relevant to my daily responsibilities. | |
| I believe so. There is nothing wrong with reiterating important information like core values, a reminder is always a good thing. I do believe I got some good input from this meeting. | |

Detail the most beneficial aspects of the most recent meeting.

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| All | All of information shared was vital. |
| Discussion about network closets and pud pickups | Hearing from others and how they handle situations. |
| PAR reports. | reminding me how important it is to our weekly PAR |
| PAR reports. | Quardrant leader for internet closet |
| information on testing | Valuable information and upcoming training. |
| information on testing | |
| Clarification that each par report needs to be done weekly to get Clearly outstanding rating. | |
| Meeting new staff, reminders of upcoming events; friendly discussion among peers | |
| Schedules and dates, although those I'd rather receive in an email to keep as a reference. | |
| Being new to the District and new to what is expected of us during State testing was important. Our Testing Coordinator is new so it is difficult to know what our expectations are sine we have not been through testing yet. I am glad Doug is hosting a training class on it. | |
| The section on the Sub accounts were good as well. I had to track the information on Sub accounts down through my Librarian who contacted someone she knew to get me instructions on how to create and move files. | |
| Getting more information from ECN on what they are looking for when tickets are escalated for Network Closet PAR reports. | |
| Honest discussions about issues and concerns. Frankie talked about building relationships with the people in your building. There is a huge trust factor in that respect because we have access to all rooms, many that are empty and the staff trusts us to be in there when nobody else is. | |
| I like the idea on training for the g8 expectations. It would benefit more if I know exactly what you want. The generic log in/password is BIG here on campus, we definitely will take advantage of that. Good to hear from Frank, good to know info. Glad to hear that cyber security will be continuing, we could use it. | |
| It was good as a whole, as where we are and what is expected of us. I also found the par information as well as the upcoming testing information helpful. | |
| The details on what is expected from the technician when working with district teams; For example PUD and network closet PAR information. | |
| The review of Sub accounts. Being fairly new to the district I had not seen this before. I do wonder how this process will work if the teacher has an unplanned absence and is not able to setup the sub account. | |
| With the new year and our own professional resolutions, it was nice to be reminded of our core values and how they tie in with our goals. | |
| Overall, how effective was the most recent meeting | Extremely Effective - 4 |
| | Very Effective - 14 |
| | Effective - 7 |

Identify any technology-focused issues your building is experiencing

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| have been out of the loop lately | n/a |
| No issues at this time | N/A everything seems to be working fine |
| none that I can think of ... | No issues to report. |
| None - 3 | The Lightspeed and still waiting on the PB. |
| None that I can recall at the moment. | |
| ALC-W is still missing 3 Promethean boards that were supposedly dropped off. Principle and Principle Secretary have both sent multiple emails with no responses other than they are looking into it. | |
| I've noticed that I have to connect the network cable directly into the laptop, instead of just plugging it in to the docking station in order to run the ivanti scans. When I plug it directly into laptop, I see all the new updates being downloaded in Security Scan that I don't see when the network cable is plugged into the docking station. | |
| Just waiting on the math prometheans and teacher tools. | |
| My question had already been answered (needing a temporary password for Career Cruising). Thank you! | |
| Science classes reported having to update JAVA in IVANTI to complete class assignment: Phet simulation. Students in first period downloaded java from IVANTI and it was not necessary to repeat download after first period. | |
| Still waiting for the new Technology for Science and Social Studies | |
| This is not really a building issue but I had a 370 laptop that needed to have the keyboard replaced. I have taken the online training which helped but the process to replace a keyboard on this laptop requires taking the laptop COMPLETELY apart. Spoke with Doug Baker about it an he agrees that the process is VERY involved. I had to sen him the laptop because one of the screws holding one of the components was so tight I could not removed it. Doug had me send it to him to take care of the problem. May want to revisit using this model laptop? | |
| We have had a few issues with Student owned laptops not connecting to BYOT wifi, but Larry is assisting on isolating my theory that is may be an issue with Windows 10 Home Edition. | |

Suggestions, thoughts, ideas?

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| Blessings to Richard in his new adventure. | Keep up the good work! |
| Larry looked comfortable; maybe couches for everyone? | None |
| None at this time. | would rather answer in person |
| See #5 | |
| I like the direction our meetings are headed in; looking forward to the classes on wireless; closet equipment mtce; and Bring back small groups. Certain technicians have a tendency to overwhelm the meeting. I think the small group setting is a better forum for that. | |
| Maybe a preview for us new people on what to expect at the end of the year. Will we collect all equipment from staff, will we do another inventory before summer break, how to get school ready for summer break if there is no summer school, etc. | |
| JAVA had been updated in all 4 labs for STAAR Testing Preparation a while back. Do it need to done again as a proactive | |
| Once again, thank you for the afternoon classes for the schools that are far away! Makes traveling to ISC so much easier! :-) | |
| Sub account process needs to be updated. Now that teachers have laptops they are encouraged to take them home. So teachers need to check out a loaner sub laptop in advance and put there files on that computer or leave them on a USB drive. Probably 1/2 of the time teachers don't know they are going to be absent due to sickness or sick children. So what is happening in this case is other teachers are logging in for them. The other issue with the sub account process is that teachers are being encouraged to put lessons in Google Docs/Classroom and subs do not have access to this platform either. Just wanted you to be aware of what is going on at our campus | |
| To be always be aware of any and all Technology deliveries to our campus. | |

Team+B43

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| AAS - 1 | TA - 1 |
| High School - 7 | Technology - 1 |
| Middle School - 3 | Service Center - 5 |
| Secondary - 2 | |