

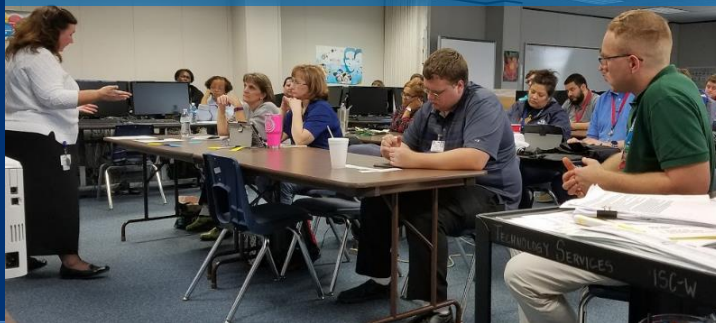


Technician Meeting on January 18, 2017

Frankie Jackson participated in the monthly Service Technician meetings on Wednesday, **January 18, 2017**. The first meeting was at 9:30 and the second at 12:30. The following pictures shows the level of engagement by all that participated. The meeting included a variety of technology topics and presenters from all sections of the department. Great job team!



Becky Cook Shares Information About Instructional Technology Plans
Jennifer Miller talks about Customer Engagement and Support

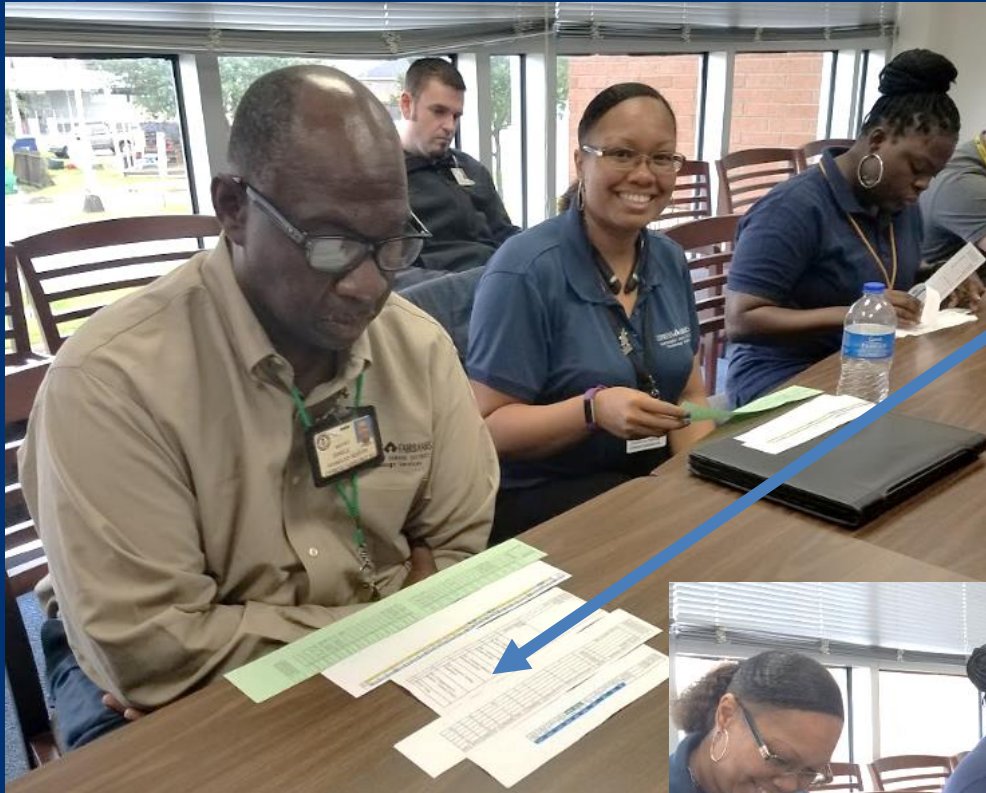




Technician Meeting on January 18, 2017

As part of the monthly Service Technician meetings on **January 18, 2017** Frankie Jackson visited briefly with the elementary and service center technicians. Technicians were provided data about their service since August 2016. The data included customer satisfaction survey results, response times for service requests closed, time accountability and other customer engagement related information.

It is refreshing to see staff analyze their service related results and be receptive to increased accountability. Thank you team!



Frank Adian Sustainability technician service team on the north side of 290 (pink and blue quadrants)

