



Technology Services Great Expectations Customer Engagement and Support



Great Expectation Information



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3. ENGAGEMENT AND SUPPORT

- Technicians will work to ensure that all customer interactions are appropriate and professional. Examples include service request follow-ups, customer listening, customer interactions, and oral/written communications.
- Technicians will work to ensure that all interactions with other Technology staff are appropriate and professional as well.
- At least 90% of the customer follow-up surveys are positive responses.
- Technicians know the key personnel at assigned campus(es) - Principal, Principal's Secretary, Technology Liaison, Librarian, Front Desk Receptionist, and Testing Coordinator.
- Campus key personnel know the technician and depend on them to provide world-class technology service.



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WHY BE GOOD
WHEN YOU CAN BE
OUTSTANDING?



PAR process is completed weekly.
Receives at least 5 additional commendations each month through Excellence in Action from campus.
96%-100% of returned surveys are positive.
At least 4 personnel can share positive interaction experience about technician.
Technician can share at least 4 positive interaction experiences with identified personnel.
PRDs occur on a daily basis with at least 90% of customers.



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Is this you?

- Contagious smile
- Can do attitude
- Kind
- Knowledgeable
- Supportive
- Jump in and help at any time
- Do for so many in short amount of time
- Pays attention to detail
- Resolve each and every technology service need
- Is a true LEADER

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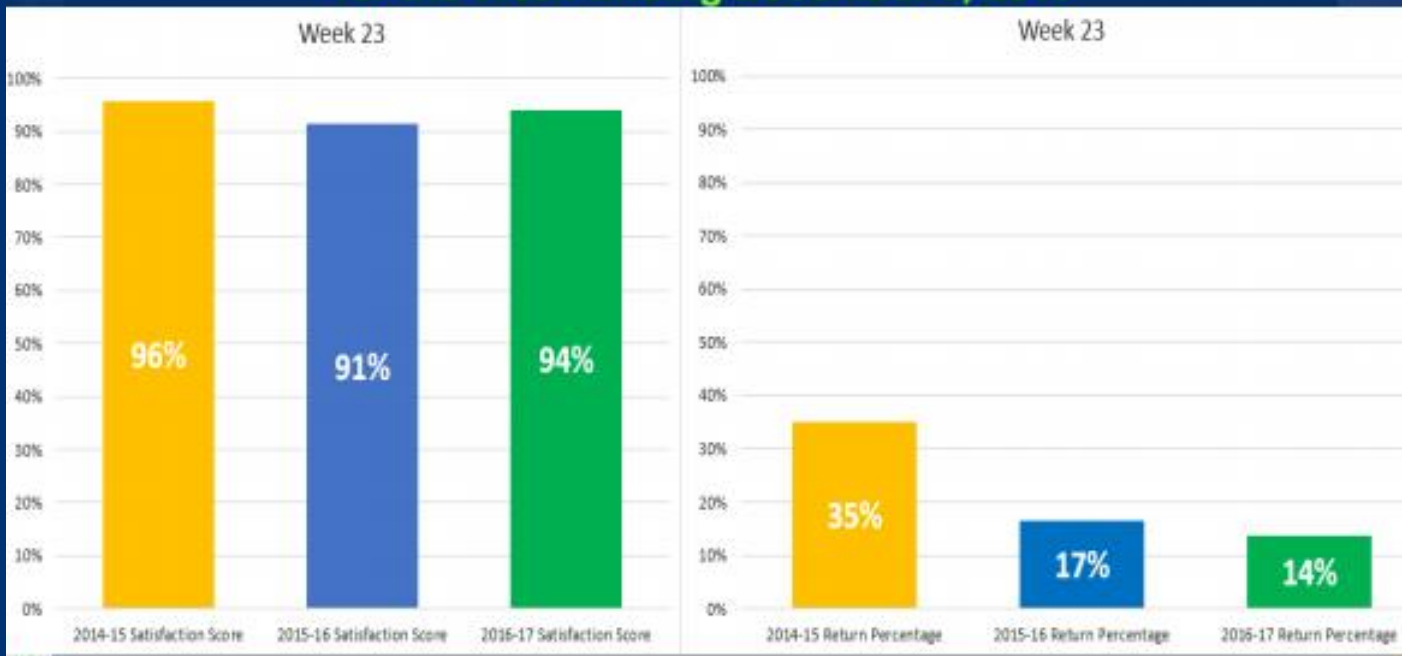


Performance Excellence Program

Category 7

Results

Customer Satisfaction Survey Results
3 Year Trend - Week 23
for the Week Ending December 9, 2016



kpi Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.



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Outstanding Service as Evidenced by Highest Survey Return

Information is compiled weekly reviewing the number of Surveys with an Excellent Rating upon completion of service.

Service Center Team
Demetria Hargrove
Tara Maxwell
Jose Mendez
James O'Reilly
Art Ramirez

Middle School Campus Technicians
Paul Garrett
Brenda Willey

High School Campus Technicians
Stephen Hernandez
Jacob Sanders



Campus Technician Support
Posted by Zuhura Gober – Performance Excellence

December 9, 2016



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**Outstanding Service as Evidenced by Highest Rankings by Team
on Service Request Count and Average Time to Close**

Information is compiled weekly reviewing the Technician rankings by team detailing the most closed service requests and the shortest average time to complete all service requests.

Service Center Team

Dencio Cabitac
Tara Maxwell

Middle School Campus Technicians

Richard Cruz
Rosemary Hernandez

High School Campus Technicians

Jair Garza
Craig Parliament





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Outstanding Service as Evidenced by Highest Rankings by Team on Instructional Service Request and Average Time to Close

Information is compiled weekly reviewing the Technician rankings by team detailing the most closed service requests and the shortest average time to complete the instructionally categorized service requests.

Service Center Team

Demetria Hargrove
Tara Maxwell

Middle School Campus Technicians

Patricia Fisher-Holmes
Rosemary Hernandez

High School Campus Technicians

Jair Garza
Craig Parliament





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Outstanding Service as Evidenced by Overall Highest Rankings by Team

Information is compiled weekly reviewing the Technician ratings of the number of Surveys with an Excellent Rating and highest ratings of All Closed Service requests and Instructionally categorized service requests.

Service Center Team

Tara Maxwell

Jose Mendez

Middle School Campus Technicians

Richard Cruz

Rosemary Hernandez

High School Campus Technicians

Jair Garza

Craig Parliament

