



Voice of the Customer (VOC) Technician Meeting: First Things First

Our Outstanding Technology Service Matters



Frankie Jackson kicked off the Voice of the Customer (VOC) technician meetings on **November 8, 2017**. Due to the number of technicians, two meetings were conducted: one in the morning and one in the afternoon. Frankie welcomed everyone to the meeting. She also shared the results of the survey conducted with all technicians before the meeting. Technicians were asked about what they are seeing in the classroom regarding innovative uses of technology and impact the technology is having on learning. She also talking about the Great8 expectations and highlighted what outstanding service looks like. [RESULTS for Technician Survey About What They Are You Seeing in the Classroom](#)

Others leaders in the department shared information with technicians and all was well received. Thank you team.



David LaPlante



Larry Barrios



Doug Baker



Jennifer Miller