



Voice of the Customer (VOC) Meeting December 13, 2017

First Things First

Let's
TRANSFORM
Education



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Here's How We Are Transforming Education

- Devices for Low Income Families Needing Internet Access at Home
- Pilot to Support Students with Home Internet Access in Low Income Areas
- Improving How We Training Teachers, Staff and Students to Use Wireless and Bring Your Own Technology (BYOT)
- Cyber Security Awareness Training and Phishing Program Recommendation Approved (KnowBe4)
- Observing The Impact of Technology Transformation
- Your VOICE: How Can We Improve?



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Your Voice – How We Can Improve?

We have talked about this topic in our meetings in the past, however, maybe we can **explain once more the difference between Technology Services and Instructional Technology** and **why there is not one person/department contact for the campuses.**

I do not think the campus as a whole understands the process. For example, my campus/principal does not always know who will respond when solving a problem - Technology Services or Instructional Technology. This is a concern due to the large amount of equipment being delivered due to the Bond.

Suggestions are appreciated on how we as techs can help our campus understand the process and why the campus cannot have one person/department contact.

We will resolve this issue by the January 2018 Meeting!