

Voice of the Customer: Technician Meeting

May 17, 2017

May Agenda

- Welcome 10:30 – 12:00 PM 12:30 – 2:00 PM
- First Things First – Frankie Jackson

	Large Group	Information only
Hardware	Teacher Laptop Procedures	
Campus Testing		Successful!!! – Way to Go!!
Software		
Innovation & Accountability	Summer Needs	17-18 calendar 260 days – July 3 – June 29 193 days – August 8 – June 6
Engagement & Support	Summer Projects by Team AAS DII ECN ISA NMO	
Inventory		
Service Request Support		
Campus Network		

- End of Year Reminders
- Great Expectation Review
- Submitted questions and answers





End of Year Reminders - review

- Complete and close all service requests prior to the last day of school.
- Ensure all equipment assigned to laptop carts are returned and placed in a secure location.
- Consult with your campuses regarding possible moves that may need to be done on the last day of school.
- If your campus is hosting any summer activities, check to see if any additional needs are to be addressed prior to the start of summer school.
- Remove clutter from your office or work area.



Great Expectation – Summer Review

- Reviewing all Great Expectations
- Working to schedule 3 – 5 training sessions per Great Expectation
- Reviewing PAR report expectations
- Adding Time Worked Review in Great Expectations
- Additional thoughts, [click here](#) to submit.



Submitted Questions

- Should we remind staff members to back up any assigned desktops still in use?
 - Yes
- Do I submit a ticket for new allocations for the campus or will the admin person take care of that directly with technology?
 - Please ask your campus administration responsible for technology to submit a service request for new allocations or to email isupport@cfisd.net with the information.
- Why are we not bartagging the docking stations? We have been told by the higher ups that the laptops will be moving around with the teachers and the docking stations will remain in the classrooms. This seems like a poor arrangement for accountability if the docking stations are not tracked in inventory.
 - The docking stations are like the hovercams. They are a part of the classroom. Master schedulers have been reminded to only schedule similar content in classrooms in which teachers float.

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Submitted Questions

- If the district isn't going to barcode/inventory the docking stations, can we be special at our campus and have ours barcoded?
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- Can we take down the technician "leaderboards"? Shouldn't we be working together instead of competing against each other?
 - We will reevaluate over the summer, but see the leaderboards as providing recognition to those doing a great job.
- Are the new student Chromebooks supposed to stay in the classroom they were delivered to or move with the teacher? My schools are getting conflicting information when they are delivered.
 - Chromebooks should stay in the classroom unless the content is being moved to another room, then the Chromebooks would follow the content. If two social studies teachers are switching classrooms, then they do not need to move the Chromebooks as both rooms should already have Chromebooks.



Thank you

Thank you so much for all that you have done to make this a great year. Three major milestones include the implementation of LANDESK, implementation of expanded and upgraded internal and external campus wireless access, and have successfully held testing sessions using the wireless network. What a banner year!! Thank you for successfully supporting these three major initiatives along with the daily successes you support each day. You all make up a strong team and we appreciate all that you do. For those of you taking time off this summer - have a great summer. For those of you working with Technology Services – we will see you soon.