

# May, 2017 Voice of the Customer: Technician Meeting

|   |                                       |   |
|---|---------------------------------------|---|
| Did you attend the most recent meeting?   |                                       | Yes - 23                                |
| Did the meeting include items that were relevant to your daily responsibilities?  |                                       |   |
| Yes - 22  | Yes - Summer Projects                 |   |
| Detail the most beneficial aspects of the most recent meeting.  |                                       |   |
| Any and all information is good.  | New Information                       | Good discussion all through the meeting |
| Information from all of the other   | YES                                   | laptop                                  |
| Teacher Tool information  | Teacher Laptop Procedures             | The Q&A regarding the new teacher       |
| Info on teacher yoga tablets - summer use and school transfers  |                                       | Summer information                      |
| Information on teacher devices, transfer processes, and summer projects.  |                                       | Summer Projects information             |
| Highlights shared by Tech Leaders; Summer Info  |                                       | Summer Procedures                       |
| Updates from the different teams about what projects are being worked on.   |                                       | Overall Summer Plans                    |
| End of year information regarding new teacher machines  |                                       | learned about our summer projects.      |
| Learning about what summer projects were scheduled to be done.  |                                       | information about this summer work      |
| clearing up some of the new procedures that we need to follow now that we have new equipment  |                                       |   |
| Overall, how effective was the meeting?   |                                       |   |
| Effective - 6   | Extremely Effective - 9               | Very Effective - 8                      |
| Identify any technology-focused issues your building is experiencing.   |                                       |   |
| uncertainty of the coming school year after renovations   |                                       | Process related, nothing major          |
| User Profile Service not working after users change password, hit or miss various   |                                       | Laptops                                 |
| Andre - Portables network went out yesterday and I couldn't locate a loop   |                                       | Yokel televisions                       |
| Windows log in issue. This was explained in the meeting on the "fix".   |                                       | NONE - 4                                |
| just making sure we dont loose or damage stuff. seems like we have been getting a lot of keyboard repairs as kids like to rip them off.   |                                       |   |
| New teacher laptops/equipment moving as a unit kind of concerns me. I've already had teachers lose things but have not reported it yet.   |                                       |   |
| Nothing wide sweeping comes to mind; wireless is an issue in only 1 or 2 areas; we need to focus on tracking this down. Even when asked to redirect questions to Instructional Technology, campuses do not want to because the information they receive out of there is very unreliable. Can we make them reliable? |                                       |   |
| Teacher device/docking station procedures; But you guys are working hard on that. :)  |                                       |   |
| Suggestions, thoughts, ideas?   |                                       |   |
| Great job as always.  | Thank you for the delicious luncheon! | None                                    |
| See ya'll in August!  | none that i can think of.             | You all are doing a great job.          |
| A better schedule for delivery of new equipment   |                                       | use the microphone :)                   |
| I liked that everything in this meeting was relevant and straight to the point.   |                                       | None, good, informative meeting.        |
| Help with the Time spent per ticket per day. It's hard when I get called and I'm promised a ticket and then I get none or everything is working and no issues.  |                                       |   |
| I just need to understand and accept that we are moving forward in the best way possible.   |                                       |   |
| I like the updates from all of our teams. I think it would be great to know what they are working on for the entire year, not just summer projects  |                                       |   |
| The food was wonderful! Thank you so much for the time everyone took to feed us!  |                                       |   |
| Survey Responding Team Distribution   |                                       | High School - 8                         |
| High School   |                                       | Middle School - 6                       |
| Middle School   |                                       | Service Center - 7                      |
| Service Center  |                                       | Other - 2                               |
| Other   |                                       |   |

