November 8, 2017 Voice of the Customer: Technician Meeting Survey Review

Did you attend the most recent meeting?

Yes - 41 responses	

Did the meeting include items that were most relevant to your daily responsibilities?

absolutely	Always.
Definitely.	For the most part
for the most part no.	No
somewhat	yes - 26 responses
Yes - answer about math and prometheans boards.	Yes there were items that interested me.
Yes, the issue with the network	
A good amount of repeated/old information. Announcements of training we can't take yet.	
I like the online training aspect and the use of ZOOM for meetings.	
some of them but not all there are all kinds of different things that happen from day to day and not brought up to talk about which I understand with the time limits	
Yes, all the information reviewed was helpful in my day to day responsibilities.	

Overall, how effective was the most recent meeting

Extremely Effective - 10 responses	Very Effective - 17 responses
Effective - 14 responses	

Team

AAS	Secondary Technician - 3 responses
Campus Technician	Service Center - 8 responses
High School Technician - 11 responses	TA
Middle School Technicians - 10 responses	

Suggestions, thoughts, ideas?

I have thoughts but I need to process it	Keep up the good work
Being informed is very helpful.	comfier chairs
Give users rights to activate wireless	Great meeting - thank you.
More of the Same	No
N/A - 2 responses	None - 3 responses
None. Thank you, though.	We are good for now.
could we just have the small group portion and have all the information given to us in the small group instead of the big group meeting. I did like how you guys kept it moving and didn't drag on about information that isn't really relevant for us.	
Although the changes made to Ivanti were cosmetic I think it would still be helpful to send notification to campus tech liaisons and principals so they do not panic when they see a change. For most teachers and staff anything different from what they are use to seeing can cause them to panic as they did at my campuses	
Is there a push to update Windows 10 with Microsoft 2013 to Microsoft 2016? For now I've been re-imaging as customers submit Isupport ticket request for updates, allowing the customer to backup files and give a time convenient to re-image.	
I think it's an issue with the docking station not sure if it need an updated driver.	
Larry ask me to try different parts of the building which i have but not by different closets	
With training and certifications can we see a raise anytime soon?	
Would like to see some training files provided for technicians to maybe hold meeting to prep teachers and staff on basic functions of the technology or software they are expected to use.	

November 8, 2017 Voice of the Customer: Technician Meeting Survey Review	
Detail the most beneficial aspects of the most recent meeting.	
Becky Cook - inventory Jennifer -iSupport	Becky's part
Better explanation from Becky Cook	Free posters.
I liked the addition of the isupport ticket for testing.	Information on the replacements was very helpful.
inventory and training issue	Inventory.
iPad update information	Isupport, closets
knowing about upcoming trainings	the network dept.
On-line training, Becky's presentation, and Small Group.	Par report
Security info!	Stuart Legge
The small group meeting and the security part.	Yes - 2 responses
Want and need training.	We got important information about upcoming training.
Updates on new software updates IE.... Hover cam	Updates. Which is very helpful.

Becky Cook wanting to take on the teachers instead of us getting in the way.

Becky's information on replacements for high schools and Doug's training opportunities for computers.

Getting informations - just we need to know about - new ways to interact with DII and the CCC that will be coming down the

Getting updates on when specific equipment was going to be shipped

Hard to say at this point as this is only my second week, but I was introduced to things I did not know about that now I know to look into.

Hearing from everyone from Frankie and Jennifer to Leonard, Larry and absolutely LOVE having Becky pay us a visit when she can.
Scottie, you are great at these meetings. Good Job.

I really enjoy how security is embraced here at the district. David LaPlante and the information he provides on security is always helpful and I take his information back on campus to share with staff that are interested in how we work to keep our network and information secure.
The iSupport information break out with Jennifer also answered questions on iSupport view changes.
Campus testing information, upcoming training, and information from Becky Cook were also very helpful. It is always helpful to know what training is coming up and Becky's information is always helpful in keeping us in the loop on things we should know about who is supposed to have what equipment so we can help our users.

Information, information, information! Anything and everything you can tell us or teach us is helpful.

It was exciting to learn that we will be having remote Zoom meetings with Larry!

Learning more about what curriculum wanted the technology to do. Specifically, blended learning model.

Proactive planning for testing, equipment replacement and reconciliation of inventory requirements.

Small groups is always the best part. Bonding/Team Building time, and we can honestly vent if necessary.

The discussions concerning pickups for COWS and old laptops, future of replacement laptops and training sessions to better educate myself as a Cy Fair technician.

The upcoming technology deployment news with Becky and the status of the inventory process with Leonard.

Understanding the expectations of what is to happen with the old technology was beneficial.

Knowing that we will be able to have a ZOOM meeting with DII twice monthly concerning the hardware is going to be very advantageous to us.

November 8, 2017 Voice of the Customer: Technician Meeting Survey Review

Identify any technology-focused issues your building is experiencing

E closed imtermittent issues with slowness	Email issues with the initial login getting stuck
Helix tablets wireless adapters being disabled.	Hot clisets
I don't yet have the data to make an informed statement.	Lack of training for new equipment before it is received.
N/A	None.
Network working with the imaging not working well	None at this time
none, all under control	wireless adapter on 360 dropping off
Slow network in one area.	some issues with network in closet D.
training	

After delivery of 20 Chromebooks to my CATE classrooms, FCS, they did not want to turn in their old items on the COW
Aragon , re-imaging all computers to Windows 10 with 2016 updates. Most are all have been updated to Windows 10, but some of them still have Microsoft 2013.
Being able to make the teachers understand that the AP will not boost their cell phone signal is an ongoing issue. Subjects that have the received their new technology don't want to give up the old technology.
Biggest issue is the complaints of the older Dells with students and teachers in Social Studies and Science who still have these machines. The speed and connectivity issues they encounter on a daily basis. Reimaging what I can to help supplement the problem and hope it can pass for now.
everything seems to be ok except the known issue with the docks.
Holbrook was experiencing network issues; hardwired and wireless but these issues are being addressed.
More than half of my "lost items" list returned for reconciliation were items the other technician at my campus simply didn't scan before finalizing the rooms.
most if not all the s30 cte computers are not liking to cold boot in the morning and can take 3-5 times for them to get going. my guess may be a usb device but not sure.
Nothing en mass. Technology at Goodson is pretty stable and has been for quite some time.
Nothing new. Sound not working on promethean boards. Touch not working on promethean boards (all of these are small amounts but they happen). Log in issue on Win 10 after changing password (this is fixable, I have found but it can take a little time. I think the quickest fix for a tech when we have this problem would be a generic log in). Other than those issues, I believe all is well.
Old equipment has not been replaced. (Becky was notified and is looking into it).
Raptor seems to go out but by the time I will get there, Raptor is working again. The receptionists don't like that I don't usually see the issue.
The only issue at present that comes up often is the loss of sound from the Promethean board. The only fix is to restart the laptop.
There seems to be some confusion regarding the pickup of old equipment when the new devices are received. Would it be possible to receive documentation on what should be picked up so that we can share this information with the principal and CCIS teachers?
We are still missing some of The Lightspeed equipment. Becky is aware of it, the teachers that are missing equipment are excited and ready to start using it!
WiFi and repair training. Need Training for closets and quick fixes for NW printers, telephones and Internet issues.
Wifi, I suppose. But can wait until we have our training in January.