

## October - Voice of the Customer Survey Responses - Meeting Attenders

Did you attend the most recent meeting? 22 Yes responses

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

Absolutely	was ok.
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Nope	17 Yes responses
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Information provided either two weeks late ... or future speculation

### Detail the most beneficial aspects of the most recent meeting.

Able to ask questions about current issues	all of it.
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Breaking out into small groups with our team	Having small groups/WiFi information
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information about the audit	Landdesk discussion
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None, because its all things we know already.	Promises, promises, promises...
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rebooting Landesk when it doesn't generate correctly	Small Group Discussion - Tour 18 was groovy
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Small group meetings with different groups.	talking to Paula Ross
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The answers to our emailed questions was most beneficial	Wifi for both distirct devices and BYOT
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Getting access to PO info/ Landesk updates/ Wireless issues updates

Highlights of the links and what is available to us; also the after meeting with the key players - Outstanding!

How to look up purchase orders and Landesk updates. It is good to talk to the other high school techs!

Information about LAN Desk and Wireless and general discussion with the other high school technicians.

Wireless Connectivity, Landesk, and Small Group

### Identify any technology-focused issues your building is experiencing.

SPED Tablets Image needed & AMD 785 FIX	None
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imaging	just trying to get my inventory started...
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Equipment misplacement due to previous technicians causing issues with Audit; poor communication channels between technicians and back-end support

S, H, J, and P drives randomaly go missing on windows 10 machines. works fine on win 7 and 8.

Lots of problems with monitors and cpu going out, the need for new equipment grows exceedingly stronger every day!

### Suggestions, thoughts, ideas?

None	
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not for now	Review of Imaging specific to SPED Tablets
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Much was shared and was done very well; did not drag on and yet gave us oppourtunities to ask questions along the way. thanks

add a 4th tab to landesk for just admin/TA logins for admin stuff. set a schedule on when we get more training on landesk and not wait till spring/summer. better discriptions on what is on a n image. sucks when some content area has3+ images and finding the one they need can take days. maybe add a new tab when imaging just for laptop images.

Technicians must submit questions BEFORE meeting or wait until the END to ask personal campus-specific questions.

Technicians should only ask questions relevant to the topic currently being discussed. Avoid talking over other people and the presenter. Presenters should have VERIFIED up-to-date information.

There needs to be someone focused over the curriculum area with the same concerns we have in technology. This is really becoming an issue having to wait for the equipment. A lot of customers have already put us in a bad reputation category and it is hard to get out of instantly. Even with exceptional service when a cpu crashes week after week with different problems, they do not have one ounce of faith that we are doing a good job.

Great meeting as always. Thank you!

### Team

High School - 6	Service Center - 7
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Middle School - 5	Other - 1
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