

October 6 and 7 Technician Meeting Survey

I attended the most recent meeting. Yes - 14

The most recent meeting included items that were relevant to my daily activities. Yes - 14

Please detail the most beneficial aspects of the most recent meeting.

Austen's training sessions; informative, pleasant. Jennifer going through the list of topics quickly but efficiently. Frankie speaking first. Welcomed and informative. The messages on the chips. Very well done...:-)

Being able to compare notes with other techs and present issues to the different departments

Being informed that BYOT would no longer be available on district laptops

Frankie giving us a detailed report of the status regarding the bond initiatives, it helps us understand the multitude of people involved and the magnitude of the work being done. It is quite remarkable to see a district this size be able to play nearly eight years worth of catch-up in such a small amount of time.

Receiving information about Lan School and Mitchell 1 softwares. Also about the dense population happenings.

Clarification of Zones for both Zen and Repair Services

Lan School Teacher/ Student install

LANSchool explanation

getting timelines

Getting updates on new Knowledge base information.

Mitchell 1 and LAN School information

Open Discussion

Please detail specific ways the most recent meeting could be improved.

Continue to encourage technicians to write their campus specific questions down.

Leaving more time for question and answering with Larry Barrios and Paula's dept team.

Less time spent on the bond updates, more time spent actively discussing challenges that individual campuses are facing.

Sometimes too much talking on certain subjects by techs.

Open discussion

not dealing with a specific campus need

Please identify any technology-focused campus concern your campus is experiencing at this time.

As always, we have significant wireless issues. I lack confidence that the Dense Deployment will solve the problems, though it will certainly help the areas which lack coverage.

Excitement/Enthusiasm is all well and good until you get back to your campus and start robbing parts from equipment to keep 5-8 year old machines in working order.

Loss of internet continuously and intermittently without notice

Outdated equipment that is impossible to use with current software standards.

Preparing for the dense population implementation.

Receiving request for work from ISC without tickets. iSupport is becoming non-responsive for some users.

Student badges seem to be going well. Nothing comes to mind at this time. Everyone is waiting for the WiFi

WiFi still weak wanting to pick up BYOT instead of CFISD_CP.

Suggestions, Thoughts, Ideas?

In the future can we try and not plan multiple meetings in 1 week. :-) We had a shop meeting Monday, this meeting on Tuesday and then our Frankie meeting on Friday. Makes it difficult to keep calls within SLA if we are not at the campuses. Thank you for all you do to keep us up to date!

A form of communication where the technicians can log into a system to report known issues at their building/ like internet down, network sluggishness, updates needed, etc.... but also make it available to see if anyone else is experiencing same issues and what they have done to resolve it that works; that will put out an immediate broadcast.

Every Student, Every Day - How about Every Teacher, Every Issue?

While it is difficult in the space, maybe a different seating arrangement that would help facilitate better conversation and sharing of thoughts and ideas from the technicians.

It was nice not having to break into groups for an activity, I find them chaotic and not very helpful.

Keep on keeping on..xox

Great JOB!!

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Identify items that you would like to see added to the CUSTOMER Knowledgebase found on mySupport.

How to restore display setting when lost by some change.

Certain Procedures that pop up.

I need to look at this first..xox

Identify items that you would like to see added to the TECHNICIAN Knowledgebase found in iSupport.

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Imaging section. I had difficulty just now locating imaging information for the SPED tablets. I don't know how easy it would be to do, but having items in multiple locations, such as imaging information under both Hardware for the SPED tablet and under Imaging with all imaging information. For convenience of updating, perhaps a KB entry that simply links to the main entry rather than duplicating the information

will let you know..thanks for everything.

How to reimage the POS for the Cafeteria machines.

Meeting Effectiveness?

Campus Level - (optional)

Extremely Effective - 3

High School - 6

Very Effective - 5

Middle School - 5

Effective - 4

Service Center - 1

Somewhat Effective - 1

Unknown - 1