

Technician Meeting Survey Responses - January 27 Meetings

I attended the most recent meeting.

16 yes

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

16 yes

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

Clear information about the prometean boards and new document cameras

Covered a variety of topics

HoverCam Document Cameras and Promethean Boards

Info on PromethemBoards

Information

Information!

Interaction and information gathering from other people's perspective.

Open discussion

Promethean Boards

The Promethlan boards

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

I did not see anything that we could change. Coffee.

None at this time

Provide schedules, or ETAs, for various projects ahead of time

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

Inventory WiFi just waiting for more Hubs to be installed.

n/a Wifi, old equipment

None

Printers and Toners.

Suggestions, Thoughts, Ideas?

Good job on arranging the meeting. n/a

Great meeting as always. Thank you! Not at this time

Overall, how effective was the most recent meeting?

3 - Extremely Effective 1 - Somewhat Effective

4 - Very Effective 1 - Blank

7 - Effective

Campus Level - (optional)

3 - High School 2 - Service Center

4 - Middle School 7 - Anonymous

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

Basic printer troubleshooting, such as powercycling.

Brief explanation of all bundles found in the Zen window

I am not sure what is there. I am told by customers that they do not know where to go or how to make a ticket. Customers are not aware of the benefits of a Tech Liaison, or that we even have one. To my amazement, some customers do not even know or understand the BYOT. I will take a look at the customer knowledge base soon and give more suggestions next month.

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

Any and all information is good, so whatever software or tools we have to do our job, a knowledge

I wish it was easier to search for items by subject.

Screen replacement for laptops

WiFi issues