

Voice of the Customer: Technician Meeting Survey Responses

August, 2017

Did you attend the most recent meeting?

Yes - 9 responses

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

Yes - 4 responses

Yes, somewhat

yes was a great collection of information and support

Yes, yet I would like for more hands on training and clarity to prep-work, and troubleshooting with issues we might expect.

No

Detail the most beneficial aspects of the most recent meeting.

Attitude

I felt like a loser after attending the Live to Win meeting.

Information

organizational changes; hearing about the Bond and the level of completion

Our new line of command.

Raptor 6 , Kiosk and route change

The technician information

Overall, how effective was the most recent meeting?

Extremely Effective - 3 responses

Effective - 4 responses

Ineffective

Identify any technology-focused issues your building is experiencing.

All

Cannot rely on imaging not very efficient

Imaging has been unreliable, but is currently being addressed. Also, the new teacher laptops (yoga 370), are having display

Imaging, eschool Plus: same as all around the district

Imaging, teachers laptop login issue

It was recently mentioned in the technician meeting that the previous school year issue of computers getting stuck on "loading

wifi was questioned during staff development. People came to check o it. There are areas, I think that are weak but do not

Suggestions, thoughts, ideas?

better coordination concerning teacher laptops; example: I am trying to address each need and find that while 2 of my people left for bridgeland and cysprings, lote and ela....it appears i need to make a formal request for something that is a definite need. I know its a learning curve but other, better arrangements should be made.

I would like for more hands on training and clarity to prep-work, and troubleshooting with issues we might expect. Maybe we

None

Training on NW Printer installation when you can't get passed the Ip Address issue.

Team

Assets, Acquisitions, and Sustainability - 2 responses

Middle School - 2 responses

High School Technology Technician - 1 response

Service Center - 4 responses