



Technician Weekly Service Results

Each week, information will be gathered from the closed service requests and survey responses in the iSupport system. The following reports will be provided:

Clearly Outstanding Service Request Support

- The two Technicians closing the most service requests during the week.

Clearly Outstanding Customer Service Support

- Each team's Technicians receiving the two highest count of Excellent responses in the week's returned surveys.

Student Focused – Every Student, Every Day

- The two Technicians from each team with the combined ranked score of the most closed Instructional Service Requests and the shortest average age of Instructional Service Requests during the week.

Clearly Outstanding Service Technicians

- The two Technicians with the highest combined ranked scores across all 3 measurements during the week –
Most Excellent Survey responses, Most Service Request Closures, and Student Focus score.



Technician Monthly Service Results

Each month, information will be gathered from the closed service requests and survey responses in the iSupport system. The following reports will be provided:

Clearly Outstanding Service Request Support

- The two Technicians closing the most service requests during the month.

Clearly Outstanding Customer Service Support

- Each team's Technicians receiving the two highest count of Excellent responses in the month's returned surveys.

Student Focused – Every Student, Every Day

- The two Technicians from each team with the combined ranked score of the most closed Instructional Service Requests and the shortest average age of Instructional Service Requests during the month.

Clearly Outstanding Service Technicians

- The two Technicians with the highest combined ranked scores across all 3 measurements during the month –
Most Excellent Survey responses, Most Service Request Closures, and Student Focus score.