

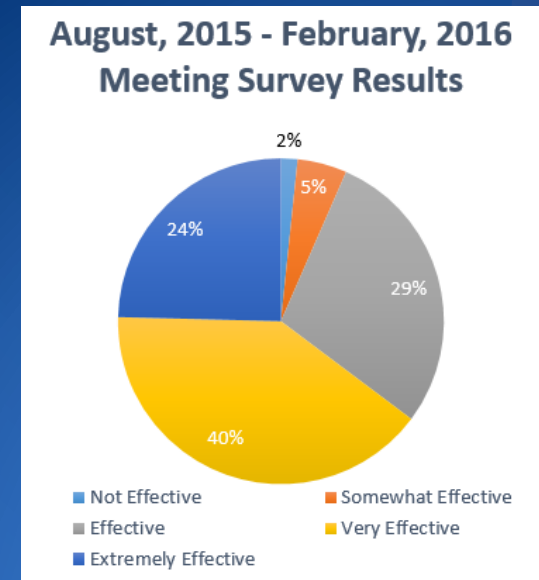


Voice of the Customer: Technician Meeting

The Campus Technicians met in their monthly meeting Wednesday morning and afternoon. Wednesday, February 17 was celebrated nationally as Digital Learning Day. At our meeting we focused on the initiatives, processes, and procedures that have been implemented to make every day a “Digital Learning Day” in Cypress-Fairbanks ISD. Our meeting covered items from Promethean Boards to new software to testing setup and preparation. Participation was encouraged as five Technicians shared presentations regarding their experiences with new hardware and software, in addition several technicians presented from the audience making the meeting very interactive and informative.



To view the survey responses submitted after the meeting, please click [here](#).





Voice of the Customer: Technician Meeting

February 17, 2016

8:00am Middle School Technicians 12:30pm High School Technicians
Zones 3 & 4 Zones 1 & 2

Click [here](#) for the meeting link



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Presentations by:
Frank Adian
Doug Baker
Geoff Brown
Leonard Chance
Esmond DeSouza

CAMPUS NETWORK

Berry Center Wireless updated
Network schedule updated

CAMPUS TESTING

Preparation and Support

ENGAGEMENT & SUPPORT

Equipment replacement discussion

HARDWARE

Promethean Board information
Printer Pilot Status Report CTE
Replacement Status Report
Librarian Receipt Printer

INNOVATION & ACCOUNTABILITY

2016-17 Contract Dates

INVENTORY

Updates

SERVICE REQUEST SUPPORT

iSupport Information
View Filters

SOFTWARE

LANdesk experience and information
ZEN window applications



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Presentations by:
Alaina Harbin
Sandra Hoppe
Richard Kurtz
Ingrid Morassini
Daniel Pham

DAY 2016

Customer Care Center, Performance Excellence

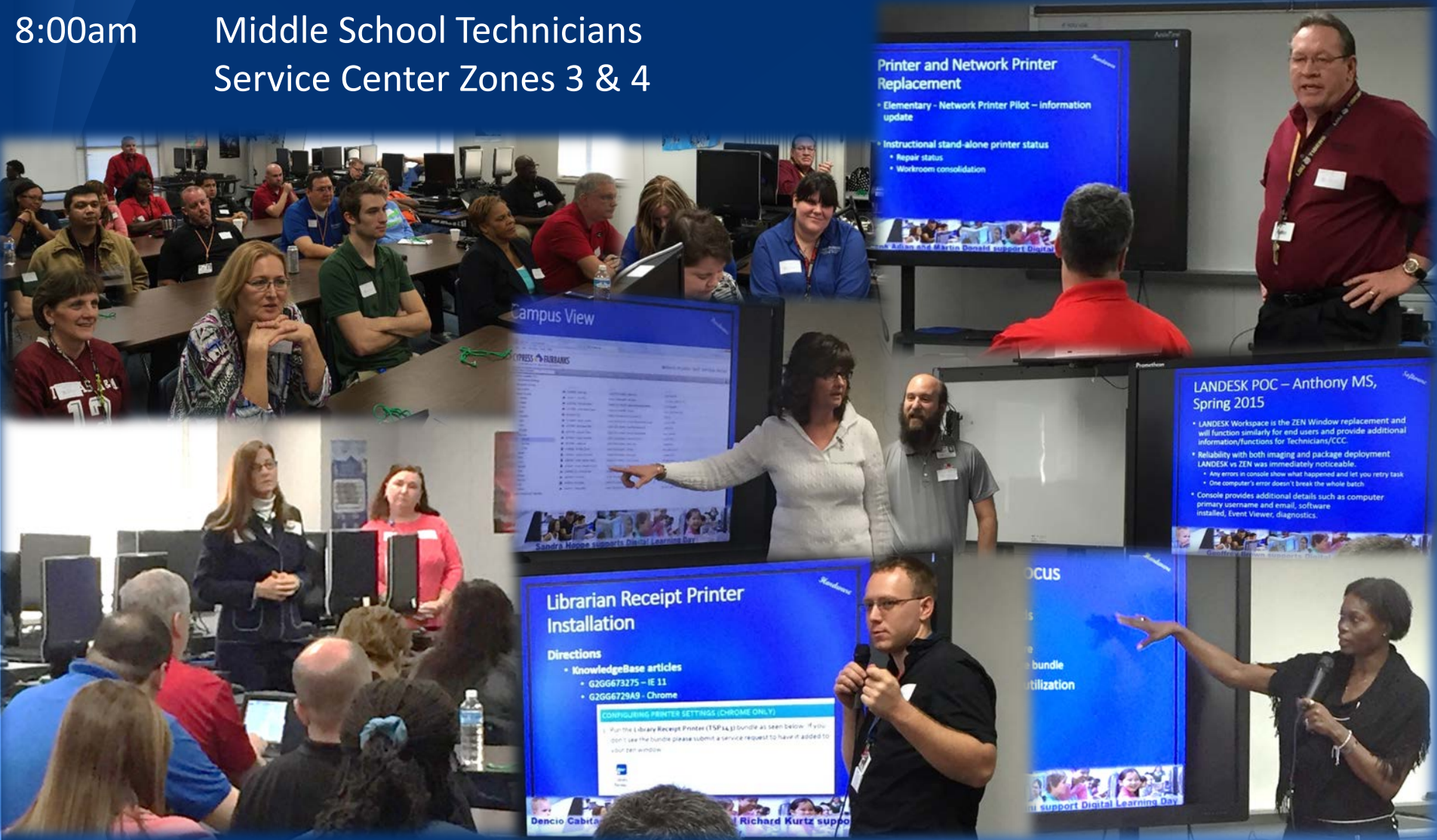
Posted by Jennifer Miller, Performance Excellence Manager

February 19, 2016



Voice of the Customer: Technician Meeting

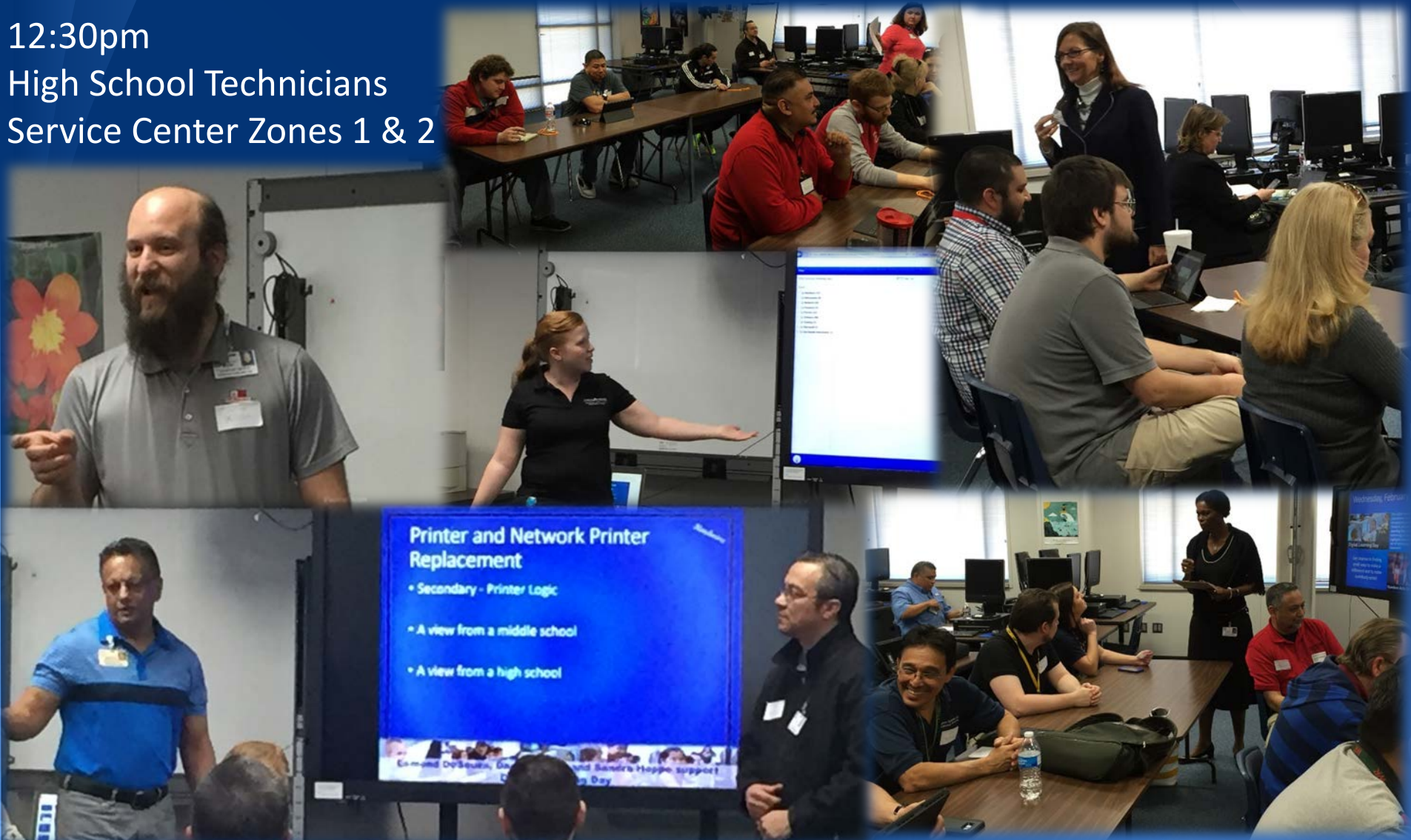
8:00am Middle School Technicians
Service Center Zones 3 & 4





Voice of the Customer: Technician Meeting

12:30pm
High School Technicians
Service Center Zones 1 & 2





State Testing - Telpas Training and Preparation

Telpas Training and Preparation

Telpas Training for Technicians 2015-16

Participants will review current standards and requirements for technicians with regard to preparation for TELPAS Testing and sign the associated oath.

8:00am # 54859

9:30am #54860

1:30pm #54861

Click [here](#) to login to the Learning Management System to register.

*Telpas
Technician
Training*



Excellence in Action

Week of February 15 - 19, 2016



Clearly Outstanding Customer Service Support

Name	Campus
Adriana Cantu	Hopper Middle School
Dencio Cabitac	Cypress Lakes High School
Kelsey Crouch	Cypress Ranch High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Mike Mattingly	Service Center

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



Excellence in Action

Week of February 15 - 19, 2016



Clearly Outstanding Service Request Support

Name	Campus
Adriana Cantu	Anthony Middle School
Kelsey Crouch	Cypress Ranch High School
Karen Davis	Cypress Ranch School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Brett Hummell	Cook Middle School
Susan Pavliska	Cypress Ridge High School
James O'Reilly	Service Center
Kelssem Quintal	Service Center

Each team's Technicians closing the most service requests during the week.



Excellence in Action

Week of February 15 - 19, 2016



Student Focused – Every Student, Every Day

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Kelsey Crouch	Cypress Ranch High School
Karen Davis	Cypress Ranch High School
Alaina Harbin	Service Center
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Robert Love	Bleyl Middle School

Each team's Technicians with the highest combined ranked score of the most closed Instructional Service Requests and the shortest average age of Instructional Service Requests.



Excellence in Action

Week of February 15 - 19, 2016



Clearly Outstanding Service Technicians

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Adriana Cantu	Anthony Middle School
Kelsey Crouch	Cypress Ranch High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Mike Mattingly	Service Center

Each teams Technicians with the highest combination of ranked scores - Service Request Support, Customer Service Support, Student Focused – Every Student, Every Day Support