



Technician Software Training

Application Software Training

GE 5.7.3 Using Outlook

Course 55524 Outlook - Lab 2 - March 31 - 12:00 – 2:00



GE 5.7.1 Using One Drive

Course 55525 One Drive - Lab 2 - April 1 - 12:00 – 2:00

GE 5.7.2 Using One Note

Course 55523 One Note Lab 1 - April 8 - 9:00 - 11:00



GE – Great Expectation course number

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





CCC Connecting with MS Technicians!

Bowling with Bleyl!!! Scottie Stevens, Ingrid and Ron Morassini had the honor to watch Robert Love, the *Master Bowler* at work at Windfern Lanes on March 19, 2016! Thank you **Robert Love** for the invitation. It is always wonderful to get a chance to support the Technicians in many ways!



Ron Morassini, Robert Love, Scottie Stevens



Last week, the Technology Department received the following from Colette Maxwell, Director of Instruction at Bleyl Middle School:

I wanted to share some good news with you regarding TELPAS testing at Bleyl MS. Today was our campus TELPAS testing day and we tested around 100 students in 4 different computer labs. As you know, this is a very sensitive task that requires much collaboration, preparation, and follow-through prior to and the day of to make it all come together and happen exceedingly. Robert Love was instrumental in checking all labs and computers/software to ensure they were ready for today's testing. He was self-directed, organized and thorough in the preparation process. Just wanted to give a big shout out on his behalf and let you know how smooth today went.



Excellence in Action

Week of March 21 – March 25, 2016



Clearly Outstanding Customer Service Support

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Adriana Cantu	Anthony Middle School
Demetria Hargrove	Service Center
Robert Hernandez	Service Center
Kelssem Quintal	Dean Middle School
John Scarborough	Langham Creek High School
Rock Valentine	Jersey Village High School

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



Excellence in Action

Week of March 21 – March 25, 2016



Clearly Outstanding Service Request Support

Name	Campus
Karen Davis	Cy-Fair High School
Alaina Harbin	Service Center
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Kelssem Quintal	Dean Middle School
John Scarborough	Langham Creek High School
Shannon Simon	Labay Middle School

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



Excellence in Action

Week of March 21 – March 25, 2016



Student Focused – Every Student, Every Day

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Demetria Hargrove	Service Center
Patricia Fisher-Holmes	Campbell Middle School
Robert Hernandez	Service Center
Rosemary Hernandez	Truitt Middle School
Edward Quintanilha	Cy-Fair High 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 March 21 – March 25, 2016



Clearly Outstanding Service Technicians

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Demetria Hargrove	Service Center
Robert Hernandez	Service Center
Rosemary Hernandez	Truitt Middle School
Kelssem Quintal	Dean Middle School
John Scarborough	Langham Creek High School

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