



Network Closet Evaluations Begin

One of the items the Technicians have worked on this year are the Network Closets. This year for the first time, the Technicians gave evaluative ratings were given to each closet. The Technicians did a tremendous job in providing this information in a timely fashion. Special thanks to all Technicians for providing this information in a comprehensive manner. **Richard Kurtz, Ingrid Morassini, and Doug Baker** are continuing to compile this information. On Friday, Jennifer Miller contacted Archie Hayes, Maintenance Director, to identify the best choices of room thermometers that could be purchased to assist at those campuses to gauge the exact temperature of the warm rooms. Closets were evaluated based on the following:

Temperature – 1.5 points for coolness and appropriate for the equipment

Security – 1.5 points for being Lockaby and locked upon entry

Clean and Neat – Items outside of Technology equipment were not found to be stored in the room



Room	Room	Cool	Hot	Need	Exclusive	Lockable	Locked	Have Key	Score	Additional Notes
1061	MDF A	1.5		2		1.5		Yes	5	
1218A	IDF B	1.5		2		1.5		Yes	5	
1101	IDF C	1.5		2		1.5		Yes	5	
2101	IDF D	1.5		2		1.5		Yes	5	
1304	IDF E	1.5		2		1.5		Yes	5	
2244	IDF F	1.5		2		1.5		Yes	5	
1412	IDF G	1.5		2		1.5		Yes	5	
1522B	IDF H	1.5		2		1.5		Yes	5	
2515A	IDF I	1.5		2	Tables,	1.5		Yes	5	Needs two walls built
2412	IDF J	1.5		2		1.5		Yes	5	
2612	IDF K	1.5		2		0		No	3.5	Locks need to be
1731	IDF L	1.5		2		1.5		Yes	5	



Technician Software Training

Promethean Board Training

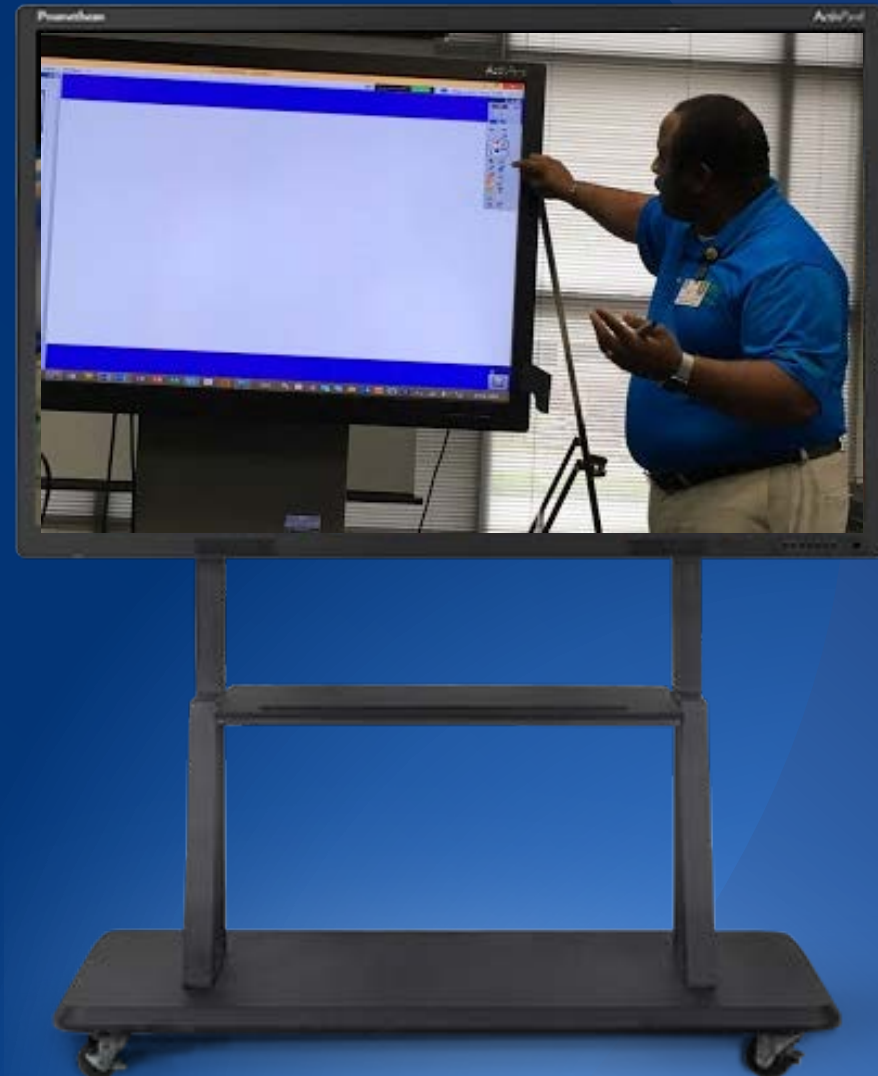
In response to a request from Middle School Technicians, the course

GE 4.5.5 Strategic Utilization of the Promethean Panels

was offered on Friday, April 15, 2016. Originally the class was set for 10 participants and quickly ran out of space. Steven Stone agreed to increasing the course size and all awaiting access were provided space.

The class will be offered again soon.

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





Excellence in Action

Week of April 11 – April 15, 2016



Clearly Outstanding Customer Service Support

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Adriana Cantu	Anthony Middle School
Kelsey Crouch	Cypress Ranch High School
Demetria Hargrove	Service Center
Brett Hummell	Cook Middle School
Samuel Jones	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 April 11 – April 15, 2016



Clearly Outstanding Service Request Support

Name	Campus
Kelsey Crouch	Cypress Ranch High School
Demetria Hargrove	Service Center
Brett Hummell	Cook Middle School
James O'Reilly	Service Center
Edward Quintanilha	Cy-Fair High School
Doreen Ranly	Spillane Middle School

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



Excellence in Action

Week of April 11 – April 15, 2016



Student Focused – Every Student, Every Day

Name	Campus
Kelsey Crouch	Cypress Ranch High School
Karen Davis	Cypress Ranch High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Sandra Hoppe	Hamilton Middle School
Art Ramirez	Service Center
Doreen Ranly	Spillane 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 April 11 – April 15, 2016



Clearly Outstanding Service Technicians

Name	Campus
Kelsey Crouch	Cypress Ranch High School
Demetria Hargrove	Service Center
Robert Hernandez	Service Center
Brett Hummell	Cook Middle School
Edward Quintanilha	Cy-Fair High School
Doreen Ranly	Spillane Middle 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