



It Takes a Team to Train Technicians

Information for the Technicians is gathered from many sources. **Becky Cook** provided great instructional information for the Technicians in both meetings. Following Becky, multiple presenters provided information to assist the Technicians in their responsibilities at the campus. **Frankie Jackson** concluded the meeting with additional bond information.



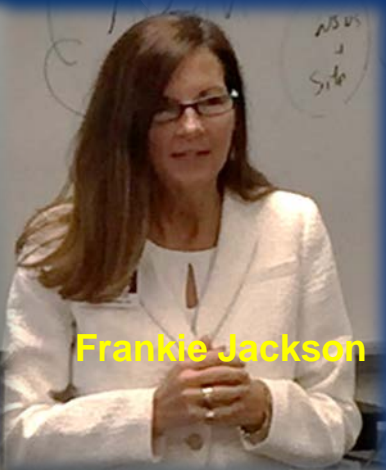
Jennifer Miller



Frank Adian



Becky Cook



Frankie Jackson



Scottie Stevens



Lillie Swearingen

Larry Barrios



Josh Zhang

Richard Kurtz

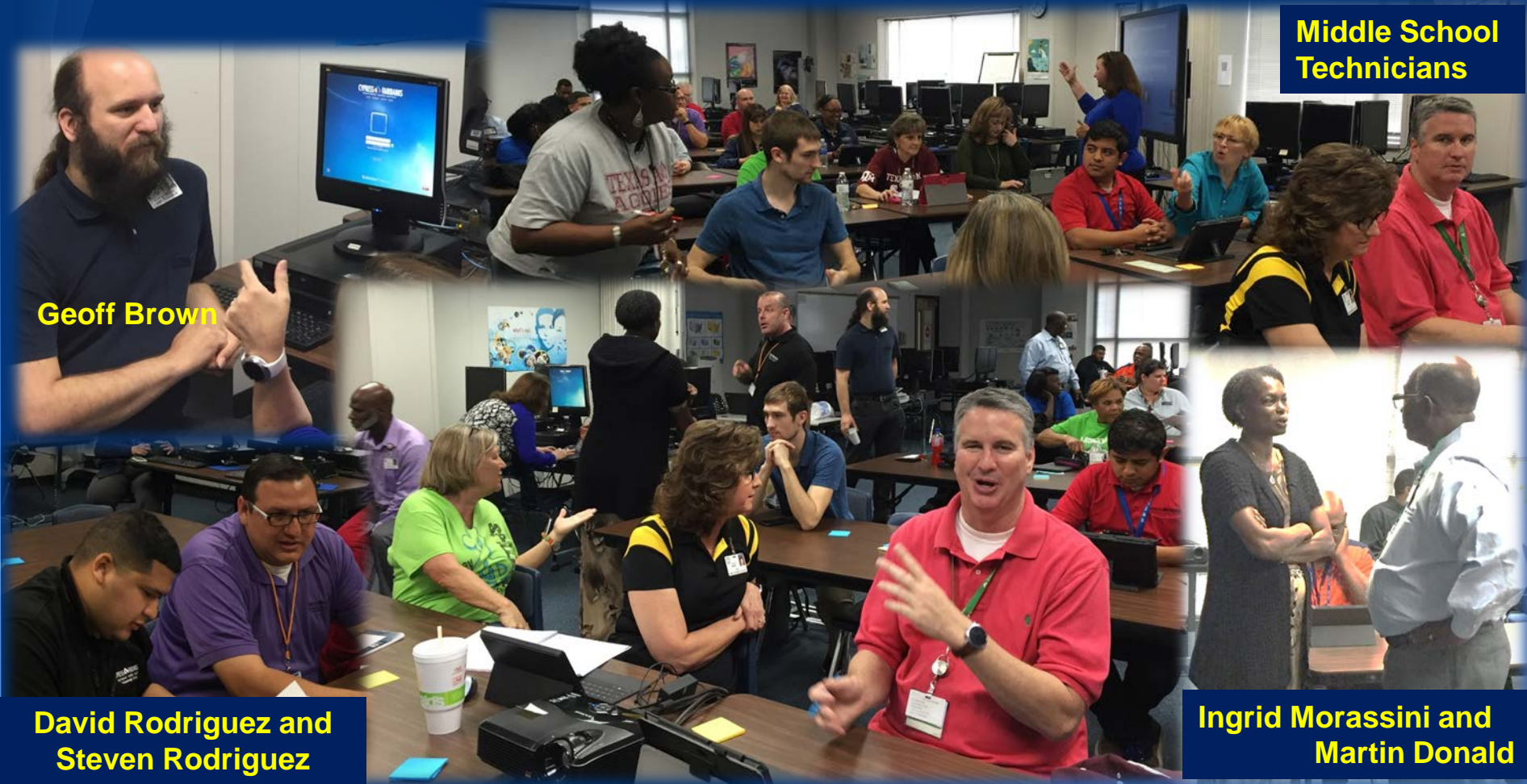


Jay Johnson



Conversing, Connecting and Collaborating

One of the great things about the Voice of the Customer Meeting is the chance to connect and communicate. Due to the need to increase the opportunity to connect and communicate, new plans are being made to increase the ability and opportunity for the Technicians to collaborate with each other.



Middle School Technicians

Geoff Brown

David Rodriguez and Steven Rodriguez

Ingrid Morassini and Martin Donald



Technicians Review New Instructional Tools

During the meeting, **Becky Cook** shared information regarding the equipment planned for classrooms. A sound distribution system as shown below along with a Hovercam camera are all planned for classrooms. In addition, Becky shared the wonderful news that Lab 3 at the Instructional Support Center will be transformed into a "Classroom of the Future". Future meetings will be held in the rooms so the Technicians can familiarize themselves with the new hardware. The meeting presentation can be found [here](#) and the after meeting survey [here](#).





Excellence in Action

Week of April 25 – April 29, 2016



Clearly Outstanding Customer Service Support

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Sandra Hoppe	Hamilton Middle School
Bradley Mulligan	Service Center
Chris Preston	Service Center
Kelssem Quintal	Dean Middle School

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



Excellence in Action

Week of April 25 – April 29, 2016



Clearly Outstanding Service Request Support

Name	Campus
Patrick Allred	Cypress Falls High School
Alaina Harbin	Service Center
Rosemary Hernandez	Truitt Middle School
Tara Maxwell	Service Center
Kelssem Quintal	Dean Middle School
Edward Quintanilha	Cy-Fair High School

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



Excellence in Action

Week of April 25 – April 29, 2016



Student Focused – Every Student, Every Day

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Juan Cantu	Cypress Falls High School
Crystal Gilbert	Service Center
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Kelssem Quintal	Dean Middle School
Coni Schelnick	Thornton 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 25 – April 29, 2016



Clearly Outstanding Service Technicians

Name	Campus
Patrick Allred	Cypress Falls High School
Dencio Cabitac	Cypress Lakes High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Bradley Mulligan	Service Center
Kelssem Quintal	Dean 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