



# End of Year Celebration and Great Expectations Yearly Review



## End of Year Celebration Preparation – 10:00 am

This week Technicians continued to ensure that service requests were completed and that campus needs were met. We are currently preparing for the last Voice of the Customer: Technician Meeting of the year. The meeting will be held on May 18 at the Exhibit Center at 10:00am. The meeting will include an end of the year luncheon. Requests for meeting topics can be submitted [here](#).

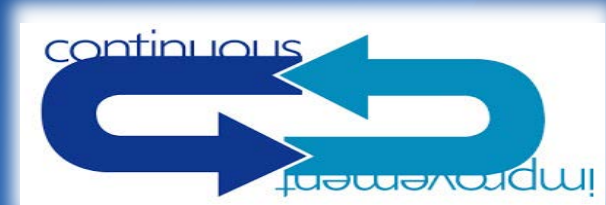
## Great Expectations

### May Review - Annual Suggestions

This year, documentation has been compiled regarding the expectations of all Service Technicians. Secondary Technicians received the data at the beginning of the week and their Principals received the data on Thursday. Information shared with Technicians included the following:

- Customer's Additional Survey Comments
- Great Expectation Ratings
- Inventory Scorecard
- Meeting and Training Transcript

Throughout the month of May, suggestions, modifications, and enhancements of the Great 8 Expectations can be entered by clicking [here](#) and completing the survey.



## Campus Technician Support

Posted by Jennifer Miller, Director, Technology Support Services/Performance Excellence

May 13, 2016



# Excellence in Action

## Week of May 9 – May 13, 2016



### Clearly Outstanding Customer Service Support

Name	Campus
Dencio Cabitac	Cypress Lakes High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Sandra Hoppe	Hamilton Middle School
Samuel Jones	Service Center
Edward Quintanilha	Cy-Fair High School

Each team's Technicians receiving the two highest counts of Excellent responses in the week's returned surveys. We had several ties this week.



# Excellence in Action

## Week of May 9 – May 13, 2016



### Clearly Outstanding Service Request Support

Name	Campus
Kelsey Crouch	Cypress Ranch High School
Jesse Castillo	Cypress Springs High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Robert Hernandez	Service Center
Sandra Hoppe	Hamilton Middle School

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



# Excellence in Action

## Week of May 9 – May 13, 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
Robert Hernandez	Service Center
Rosemary Hernandez	Truitt Middle School
Sandra Hoppe	Hamilton 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 May 9 – May 13, 2016



### Clearly Outstanding Service Technicians

Name	Campus
Jesse Castillo	Cypress Springs High School
Demetria Hargrove	Service Center
Robert Hernandez	Service Center
Rosemary Hernandez	Truitt Middle School
Sandra Hoppe	Hamilton Middle School
Edward Quintanilha	Cy-Fair 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