



2015-16 Culmination and Celebration



This week many members of the Department met to celebrate our year's accomplishments and look ahead to the services that will be available in August. Each team leader provided an update on their team's status and projects. Special recognition was provided for Technicians with Outstanding Achievements and to Katie Hernandez.

[Presentation](#)

[Meeting Video Excerpt Link](#)

[Survey Response](#)





Outstanding Achievement



Outstanding Campus Network Support



**Luis
Castro**

**Julia
Gibson**

**Brenda
Willey**

**Alaina
Harbin**

**Esmond
DeSouza**

**Sandra
Hoppe**

**Rosemary Hernandez
(not pictured)**



Outstanding Achievement



Outstanding Campus Testing Support



**Robert
Love**

**Susan
Pavliska**

**Martin
Donald**

**Crystal
Gilbert**

**Tim
Briggs**

**Steven
Rodriguez**

**Juan
Cantu**

**Karen Davis
(not pictured)**



Outstanding Achievement



Outstanding Engagement and Support



Robert

Tara

Demetria

Sandra

Coni

Jesse

Stephen

Hernandez

Maxwell

Hargrove

Hoppe

Schelnick

Castillo

Hernandez

Rosemary Hernandez

(not pictured)



Outstanding Achievement



Outstanding Hardware Support



Eric Pina Greg Mushen Art Ramirez Chris Roberts Tim Briggs Kelssem Quintal Rock Valentine

**David Glennon
(not pictured)**



Outstanding Achievement



Outstanding Inventory Support



**Brenda
Willey**

**Holly
Kosters**

**Gene
Garrett**

**Sandra
Hoppe**



Outstanding Achievement



Outstanding Service Request Support



**Demetria
Hargrove**

**Julia
Gibson**

**Alaina
Harbin**

**Dencio
Cabitac**

**Sandra
Hoppe**

**Patricia
Fisher-Holmes**

**Daniel Pham
(not pictured)**



Outstanding Achievement

Software Support



**Luis
Castro**

**Aaron
Widrick**

**Stuart
Legge**

**Brad
Mulligan**

**Steven
Rodriguez**

**Rock
Valentine**



Outstanding Achievement



All Around Outstanding Technician Support



**Luis
Castro**

**Demetria
Hargrove**

**Rock
Valentine**

**Alaina
Harbin**

**Tim
Briggs**

**Sandra
Hoppe**



Outstanding Achievement



Newcomer Award



**Eric
Pina**

**Dencio
Cabitac**

**James
O'Reilly**

**Brandon
Splawn**



Excellence in Action

Week of May 15 – May 20, 2016



Clearly Outstanding Customer Service Support

Name	Campus
Tim Crook	Service Center
Kelsey Crouch	Cypress Ranch High School
Rosemary Hernandez	Truitt Middle School
Tara Maxwell	Service Center
Edward Quintanilha	Cy-Fair High School
Brenda Willey	Watkins Middle 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 15 – May 20, 2016



Clearly Outstanding Service Request Support

Name	Campus
Karen Davis	Cypress Ranch High School
Crystal Gilbert	Service Center
Rosemary Hernandez	Truitt Middle School
Jose Mendez	Service Center
Susan Pavliska	Cypress Ridge High School
Edward Quintanilha	Cy-Fair High School
Coni Schelnick	Thornton Middle School

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



Excellence in Action

Week of May 15 – May 20, 2016



Student Focused – Every Student, Every Day

Name	Campus
Demetria Hargrove	Service Center
Jose Mendez	Service Center
Susan Pavliska	Cypress Ridge High School
Kelssem Quintal	Dean Middle School
Edward Quintanilha	Cy-Fair High 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 May 15 – May 20, 2016



Clearly Outstanding Service Technicians

Name	Campus
Tim Crook	Service Center
Kelsey Crouch	Cypress Ranch High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle School
Edward Quintanilha	Cy-Fair High School
Coni Schelnick	Thornton 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