



# Campus Technician Notes



**US History**

High School Technicians continued to receive and replace the US History Laptops with the assistance of Prime delivery. The schools receiving equipment this week included Cy-Fair, Cy-Springs, Cy-Woods, Cy-Lakes.



Training courses were setup for V-Soft and Inventory.

A new training link was also setup on the Campus Technician web page. Click the image shown to the left to view.

Jennifer Miller visited the following campuses Watkins, Cypress Lakes, Campbell, Salyards, Cypress Springs, Hopper.

The next Campus Technician Meetings will be held on October 28, 2015.

Zone 1 and 2 Service Technicians will meet at 8:00am with the Middle School Technicians and Zone3 and 4 Service Technicians will meet at 12:30 pm with the High School Technicians.

Discussion topic requests should be emailed to Jennifer Miller at [jennifer.miller@cfisd.net](mailto:jennifer.miller@cfisd.net) before Friday, October 23, 2015.





# New Training Offerings

## RAPTORWARE VSOFT TRAINING FOR TECHNICIANS

### Description:

The Technician will identify the vSoft software and hardware system, and correctly install it at a campus.

### Outcomes:

Identify the components of the system:

Understand the purpose of the Raptorware vSoft system.

Learn how to install the vSoft software, Raptor scanner, and Raptor printer.

Learn how to calibrate the Raptor scanner.

Learn how to perform a test print of an ID Label.

### Course

53667	October 23, 2015	11:00 am
53668	October 23, 2015	1:00 pm
53669	October 30, 2015	11:00am
53670	October 30, 2015	1:00pm
53671	November 6, 2015	11:00 am
53672	November 6, 2015	1:00 pm

## INVENTORY BASICS: MILESTONES AND CHECKPOINTS / DAY TO DAY MAINTENANCE

### Outcomes:

This course will cover the basic inventory functions that the participant is responsible for performing on a daily basis. Functions that will be covered are Tag Search, Tag Editing, Transfers (Site to Site and Room to Room), Quick Collect, and Assign to Staff.

Inventory checkpoints and due dates will also be covered.

### Course

53608	October 21, 2015	7:00 am
53612	October 21, 2015	9:00 am
53613	October 21, 2015	11:00 am
53615	October 21, 2015	1:30 pm



Fall Edition

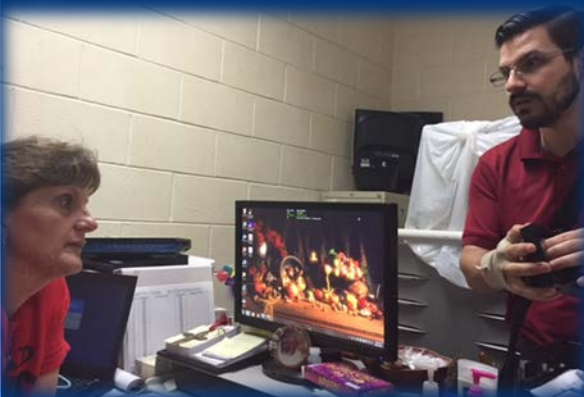
# SMART 2.0 Visits – Week 4

## Service Making A Real Transformation

On Tuesday, Jennifer spent time near the southern border of the district. She began her visit at **Thornton Middle School** visiting with **Coni Schelnick**. Jennifer and Coni discussed the multiple changes that have occurred in Technology Services and how these changes have improved the service she receives at her building. In addition, Coni's campus has a new Principal – Mr. Mitchell. Coni is working to ensure that she provides optimal service for her campus.



Jennifer then visited **Brenda Willey** at **Watkins Middle School**. Brenda's warm personality is reflected in her welcome and our visit. As we were discussing the support from Technology Services, Mike Mattingly arrived to deliver faceplates Brenda had requested for replacements. Mike has shared his knowledge with Brenda to enable her to provide additional support for her campus. Brenda was very appreciative of the additional training and has been able to put it to use at Watkins.



Jennifer's last stop for the day was **Cypress Lakes High School**. Jennifer met with **Dencio Cabitac** and **Stephen Hernandez**. Dencio and Stephen have established a great working rapport. Dencio's vast knowledge of inventory and inventory management will complement Stephen's experience at the campus and his awareness of the equipment as well. While at Cypress Lakes, Stephen and Dencio invited Jennifer on a building tour. Cypress Lakes was awaiting equipment deliveries in one of their business classrooms. After gaining additional information regarding the needed equipment, discussions were held with Technology Services and Curriculum teams and the equipment is now on its way.



**Customer Care Center, Performance Excellence**

Posted by Jennifer Miller, Performance Excellence Manager

October 19, 2015





*Fall Edition*

# SMART 2.0 Visits – Week 4

## Service Making A Real Transformation

On Thursday, Jennifer began her day visiting **Campbell Middle School**. Jennifer and **Patricia Fisher-Holmes** discussed the processes and procedures Patricia has used to stay focused on the main thing at Campbell. Jennifer and Patricia also discussed the need to remove a power cable from the DVD drive on all DQ45 computers in the building. In the picture to the right, Jennifer and Patricia are reviewing the process so that appropriate expectations can be set on the process sent to all Service Technicians. Jennifer and Patricia discussed the recent training of LAN School and the process Patricia and a neighboring technician had utilized to complete their campus. A wonderful example of true teamwork!!! Patricia's district experience of Service Technician's Best Practices provides a wealth of knowledge to the team.



Jennifer then visited **Esmond DeSouza** and Daniel Pham at Cypress Creek High School. While at Cypress Creek High School, information regarding the computer performance in the business lab was discussed. Esmond and Daniel have been working with the DII team to provide additional information to receive the best utilization of the technology. Esmond and Daniel also discussed their campus process to ensure their inventory is up to date. Esmond and Daniel are ready to get started with inventory and complete the process.

To complete the day, Jennifer visited **Salyards Middle School**. **Eric Pina** is in his first year supporting Salyards. Eric shared that he is in the middle of a reimaging project in that all laptops will be reimaged in order to provide the latest updates for the student and staff to utilize. While discussing new support methods, Eric requested additional ways that he could make iSupport more user friendly for his campus. Currently new processes are being tested at Salyards to ensure increased support.



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# SMART 2.0 Visits – Week 4

## Service Making A Real Transformation

On Friday afternoon Jennifer ventured to the South west area of the district and visited Cypress Springs High School and Hopper Middle School.

When Jennifer arrived at **Cypress Springs High School** she found **Jesse Castillo** and **Greg Mushen** involved in preparing the technology labs for TAKS testing utilization that begins on Monday, October 19. Jesse and Greg allowed Jennifer to assist them with the preparation of the library machines and a technology lab. Greg was in the process of completing his first week on the job. Jesse and Greg were working well together as both were working quickly through the inventory to ensure that all was prepared for the students. While working in the library, Jennifer met Mr. Howlett. Mr. Howlett and Jennifer discussed the need for certain websites to be available for student use. Jennifer is continuing to research the site and software and work through the committees in place to provide for information for Mr. Howlett.



Upon leaving Cypress Springs, Jennifer headed across the street to **Hopper Middle School** to visit with **Tim Briggs**. This is Tim's first year at Hopper having supported Cypress Springs in previous years. Jennifer and Tim discussed the differences involved supporting a middle school and high school. Tim shared that he has become acquainted with the staff quite well. Tim expressed the need for keys to work with all desktops at the campus. In response to Tim's need an email was sent to all secondary technicians to verify that all had the needed keys for their campus. Ways to shorten the drive time for meetings were discussed. Jennifer is working to provide additional information to campus between meeting dates so that information can be shared more quickly. Tim's experience at multiple levels provides great insight as to the needs of the staff from Technology Services.

**Customer Care Center, Performance Excellence**

Posted by Jennifer Miller, Performance Excellence Manager

October 19, 2015



# Excellence in Action

Week of October 12 – October 16, 2015



## Clearly Outstanding Customer Service

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Robert Hernandez - 34</b>	<b>Sandra Hoppe – 17 Hamilton</b>	<b>Jesse Castillo – 10 – Cypress Springs</b>
<b>Demetria Hargrove - 22</b>	<b>Robert Love – 8 Bleyl</b>	<b>Stephen Hernandez – 7 – Cypress Lakes</b>
<b>203 Returned Surveys</b>	<b>70 Returned Surveys</b>	<b>60 Returned Surveys</b>
<b>333 Returned Excellent Surveys</b>		

How would you rate the service you received?



Excellent

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





# Excellence in Action

Week of October 12 – October 16, 2015



## Clearly Outstanding Service Request

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Demetria Hargrove – 73</b>	<b>Brett Hummell– 36 – Cook</b>	<b>Brad Mulligan – 33 – Cypress Ranch</b>
<b>Michael Mattingly – 65</b>	<b>Heidi Ripley – 34– Arnold</b>	<b>Jacob Sanders – 27 – Langham Creek</b>
<b>779 Service Requests</b>	<b>312 Service Requests</b>	<b>307 Service Requests</b>
<b>1,398 Service Requests</b>		

**Way to Go!!**

**Your customers appreciate your support**

The two Technicians closing the most service requests during the week.



# Excellence in Action

Week of October 12 – October 16, 2015



## Student Focused – Every Student,

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Demetria Hargrove</b> – 43 service requests 1.1 average days age	<b>Sandra Hoppe</b> – Hamilton – 26 service requests 1.5 average days age	<b>Karen Davis</b> – Cypress Ranch – 15 service requests 1.3 average days age
<b>Tara Maxwell</b> – 47 service requests average of 1.6 average days age	<b>Rosemary Hernandez</b> – Truitt – 17 service requests 1.9 average days age	<b>Brad Mulligan</b> – Cypress Ranch – 26 service requests 1.7 average days age
<b>592 service requests average age 2.4 days</b>	<b>246 service requests average age 2.9 days</b>	<b>243 service requests average age 2.6 days</b>
<b>1,081 service requests average age 2.6 days</b>		

The two Technicians from each team with the combined ranked score of the most closed Instructional Service Requests and the shortest average age of Instructional Service Requests.





# Excellence in Action

Week of October 12 – October 16, 2015



## Clearly Outstanding Service

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove	Sandra Hoppe – Hamilton	Dencio Cabitac – Cypress Lakes
Michael Mattingly	Heidi Ripley – Arnold	Jesse Castillo – Cypress Springs

**“Here is a simple but powerful rule: always give the people more than what they expect to get.” –Nelson Boswell**

The two Technicians with the highest combined ranked scores across all 3 measurements – Clearly Outstanding Service Request Support, Clearly Outstanding Customer Service Support, Student Focused – Every Student, Every Day score.