

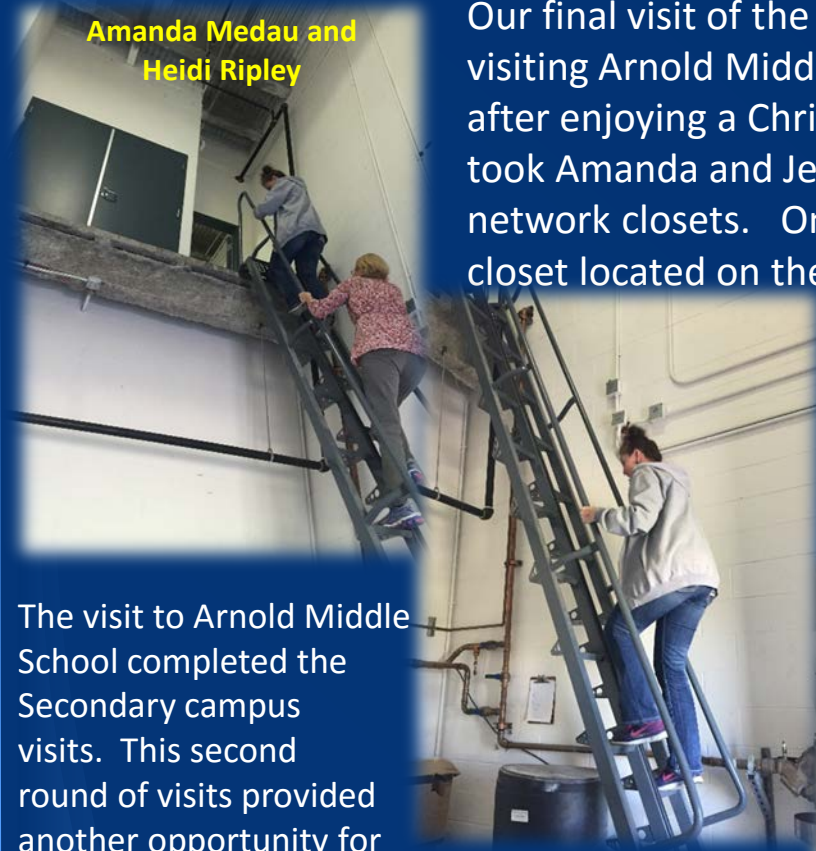


Fall Edition

SMART 2.0 Visits Completed

Service Making A Real Transformation

Amanda Medau and Heidi Ripley



Our final visit of the 2015 calendar involved **Amanda Medau** and **Jennifer Miller** visiting Arnold Middle School. Jennifer and Amanda met **Heidi Ripley** in the foyer after enjoying a Christmas carol concert given by one of the Arnold choirs. Heidi took Amanda and Jennifer around the campus and showed them several of their network closets. One of the most interesting things Heidi showed was the network closet located on the second floor of their one story campus. Amanda jumped at the opportunity to climb the ladder and look at the closet. Amanda and Heidi are shown to the right climbing the ladder. After visiting the closet, the trio returned to the library to discuss the current state of Technology at Arnold. Arnold has just received a new principal, Ms. Jodi Matteson, and Heidi is getting to know her. Heidi continues working to ensure that all teachers have the necessary technology available for use by their students.



The visit to Arnold Middle School completed the Secondary campus visits. This second round of visits provided another opportunity for Jennifer Miller to get to know the Technicians better and find out how best to support them. Jennifer sincerely appreciates the time that the Technicians put aside in order to make Jennifer and her team felt welcome in every location.

Customer Care Center, Performance Excellence

Posted by Jennifer Miller, Performance Excellence Manager

December 18, 2015



Technicians' December Meeting

December 16, 2015

Gathering on Wednesday morning the Technicians met in one large group to review the accomplishments of the first semester of the 2015-16 school year.

- The meeting began with a presentation by the Network Infrastructure and Communications team of the successes they have experienced. **Charles Newton** and **Roland Padilla** shared the new VOIP process. In addition the ECN team shared the newest Zone assignments. **Thomas Hollister** (zone 1), **Anna Senties** (zone 3), **Elizabeth Montes** (zone 4), and **Tony Rogers** (zone 2) are now responsible for supporting a specific zone.
- **Larry Barrios** presented the new acronym for the department's complete troubleshooting steps. CLEAR covers
 - Connectivity type
 - Location of issue
 - Equipment in use
 - Applications in use
 - Role of the customer
- **John Crumbley** presented his team and their major responsibilities. **Norma Blenderman**, **Eric May**, and **Rodney White** joined John and were available for questions.
- **Frank Adian** and **Doug Baker** covered the secondary projector delivery process, the proposed Telpas schedule, and the remaining Technician meeting schedule for the year.
- **Leonard Chance** reviewed the current status of Inventory and celebrated that multiple campuses had completed or were very close to completing their campus inventory.
- **Frankie Jackson** shared our bond update status to close out the meeting.



Customer Care Center, Performance Excellence

Posted by Jennifer Miller, Performance Excellence Manager

December 18, 2015



Food Service Equipment Training

NEW TRAINING CLASS

The Service Center will begin offering a new training in January to increase the support Technicians can provide to the campus Food Service Departments

Food Service Equipment Training

Participants will discuss the components of the food service equipment, learn how to reimage a Point of Sale system, and learn the best way to troubleshoot common issues. Escalation provisioning will also be discussed.

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



54398	: JANUARY 8, 2016 11:00 AM (54398)
54400	: JANUARY 8, 2016 1:00 PM (54400)
54402	: JANUARY 15, 2016 11:00 AM (54402)
54404	: JANUARY 15, 2016 1:00 PM (54404)
54405	: JANUARY 22, 2016 11:00 AM (54405)
54407	: JANUARY 22, 2016 1:00 PM (54407)
54408	: JANUARY 29, 2016 11:00 AM (54408)
54409	: JANUARY 29, 2016 1:00 PM (54409)
54410	: FEBRUARY 5, 2016 11:00 AM (54410)
54411	: FEBRUARY 5, 2016 1:00 PM (54411)
54412	: FEBRUARY 12, 2016 11:00 AM (54412)
54413	: FEBRUARY 12, 2016 1:00 PM (54413)



Excellence in Action

Week of December 14 – December 18, 2015



Clearly Outstanding Customer Service Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove – 15	Brett Hummell – 6 Cook	Bradley Mulligan – 8 Cypress Ranch
Tara Maxwell – 9	Sandra Hoppe – 5 Hamilton	Dencio Cabitac – 4 Cypress Lakes
		Leilani Natale – 4 Windfern
63 Returned Surveys	39 Returned Surveys	41 Returned Surveys
143 Returned Excellent Surveys		

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 December 14 – December 18, 2015



Clearly Outstanding Service Request Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove – 53	Sandra Hoppe – 25 Hamilton	Brad Mulligan – 23 Cypress Ranch
Timmothy Crook – 40	Robert Love – 22 Bleyl	Esmond DeSouza – 21 Cypress Creek
	Kelssem Quintal – 22 Dean	
412 Service Requests	210 Service Requests	216 Service Requests
838 Service Requests		

Way to Go!!

Your customers appreciate your support

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



Excellence in Action

Week of December 14 – December 18, 2015



Student Focused – Every Student, Every Day

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Timmothy Crook – 37 service requests average of 1.9 average days age	Robert Love – Bleyl 20 service requests 1.4 average days age	Gregory Mushen – Cy Springs 10 service requests 1.3 average days age
Demetria Hargrove – 35 service requests 1.8 average days age	Sandra Hoppe – Hamilton 21 service requests 1.5 average days age	Edward Quintanilha – Cy-Fair 16 service requests 1.7 average days age
315 service requests 2.5 days average days age	169 service requests 2.2 average days age	179 service requests 2 average days age
663 service requests average age 2.3 days		

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 December 14 – December 18, 2015



Clearly Outstanding Service Technicians

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove	Sandra Hoppe – Hamilton	Bradley Mulligan– Cypress Ranch
Timmothy Crook	Robert Love – Bleyl	Dencio Cabitac– Cypress Lakes

“We see our customers as invited guests to a party, and we are the hosts. It’s our job every day to make every important aspect of the customer experience a little bit better. - Jeff Bezos

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.