

Engagement and Support

Technology Services Great 8 Expectations

Description: Technicians will ensure all interactions with customers and Technology staff are appropriate and professional. Customer follow-ups are common. At least 90% of the returned customer surveys are positive. The technician knows the key personnel at assigned campuses and key personnel are acquainted with the technician as well. Key Personnel include the Principal, Principal's Secretary, Technology Liaison, Librarian, Receptionist, and Testing Coordinator.

0 Preventative Maintenance

Clearly Outstanding Performance: PAR process is completed weekly.

Exceeds Expectations Performance: PAR process is completed twice a month.

Meets Expectations Performance: PAR process is completed monthly.

Needs Improvement Performance: One PAR report is completed

Unsatisfactory Performance: PAR reports are not completed.

1 Additional Comment Response

Clearly Outstanding Performance: Receives at least 5 additional commendations each month through Excellence in Action from campus.

Exceeds Expectations Performance: Receives at least 2 additional commendations each month through Excellence in Action from campus.

Meets Expectations Performance: Communicates with customers professionally and appropriately.

Needs Improvement Performance: Experiences difficulty getting along with customers at campus(es).

Unsatisfactory Performance: Unable to communicate with others professionally and appropriately - often receives requests to transfer campuses.

2 Survey Return Percentage

Clearly Outstanding Performance: 96%-100% of returned surveys are positive.

Exceeds Expectations Performance: 91%-95% of returned surveys are positive.

Meets Expectations Performance: 90% of returned surveys are positive.

Needs Improvement Performance: 80%-89% of returned surveys are positive.

Unsatisfactory Performance: Less than 80% of returned surveys are positive.

3 Building Knowledge of Technician

Clearly Outstanding Performance: At least 4 personnel can share positive interaction experience about technician.

Exceeds Expectations Performance: At least 2 personnel can share positive interaction experience about technician.

Meets Expectations Performance: Key personnel know the technician.

Needs Improvement Performance: Only 3 of the staff members identified know the Technician.

Unsatisfactory Performance: Staff members identified do not know the Technician.

4 Technician Knowledge of Building

Clearly Outstanding Performance: Technician can share at least 4 positive interaction experiences with identified personnel.

Exceeds Expectations Performance: Technician can share at least 2 positive interaction experiences with identified personnel.

Meets Expectations Performance: Knows the key personnel at assigned campus(es).

Needs Improvement Performance: Technician only knows 3 of the staff members identified.

Unsatisfactory Performance: Technician does not know any of the key personnel by memory.

Engagement and Support

Technology Services Great 8 Expectations

Description: Technicians will ensure all interactions with customers and Technology staff are appropriate and professional. Customer follow-ups are common. At least 90% of the returned customer surveys are positive. The technician knows the key personnel at assigned campuses and key personnel are acquainted with the technician as well. Key Personnel include the Principal, Principal's Secretary, Technology Liaison, Librarian, Receptionist, and Testing Coordinator.

5 Post Resolution Discussion Frequency

Clearly Outstanding Performance: PRDs occur on a daily basis with at least 90% of customers.

Exceeds Expectations Performance: PRDs occur quite frequently with at least 50% of customers.

Meets Expectations Performance: Post-resolution discussions (PRDs) are generally common with customers.

Needs Improvement Performance: Technician only has a PRD with the customer after being asked.

Unsatisfactory Performance: Technician never has a PRD with any customer.