



Fall Edition

# SMART 2.0 Visits – Week 5

## Service Making A Real Transformation



**Janette Martinez** and **Jennifer Miller** began their campus visits at Kahla Middle School. Within a few minutes of sitting down to talk with **June Hightower**, the alarms sounded for a fire drill. Jennifer and Janette received the full experience of a fire drill at a campus. After the fire drill, June provided a tour of her campus along with stops on the way in many of the closets and to talk with the yearbook teacher regarding their wireless access. June's knowledge of her campus allows her to successfully meet her teacher's needs.



Kahla MS Closet

Susan Bachmeier and Janette Martinez

**Janette Martinez** and **Jennifer Miller** then travelled to Cypress Ridge High School and met with **Stephanie Meshell**, principal, **Susan Pavliska** and **Durwyn Seow**, campus technicians. The Gr8 Expectations were shared and several campus utilization issues were discussed in a way as to arrive at a solution. The meeting was very beneficial for all. The visit wasn't complete without a small tour of the athletic area and several networking closets. The picture to the left shows **Susan Pavliska** showing one of the network closets.

Customer Care Center, Performance Excellence

Posted by Jennifer Miller, Performance Excellence Manager

November 13, 2015



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## Service Making A Real Transformation

**Susan Bachmeier** and **Jennifer Miller** visited Labay Middle School and Aragon Middle School on Friday afternoon. Upon arriving at Labay Middle, **Susan** and **Jennifer** visited the cafeteria so that they could see how the point of sale machines were setup on the serving lines. Many times, food service personnel request support and it helps to have a visual reference. After visiting the cafeteria, **Susan** and **Jennifer** visited with **Shannon Simon** in his office and then completed the visit with a tour of his campus – even discovering some old technology in a hidden closet.



Susan Bachmeier looking at the connections

**Susan Bachmeier** and **Jennifer Miller** travelled to Aragon Middle School and met with **Gloria Hawthorne**. **Gloria** began and ended the visit with a tour. **Gloria** showed the closets on the way to her office. She then shared with us how she has organized her campus and worked to ensure that they are able to utilize technology efficiently each day. Discussions centered around the Gr8 Expectations and how our team could improve our support of their processes. The team then visited the drama room and verified that the students utilizing the district laptops at a contest would be successful logging into the machines away from the campus. **Gloria** had successfully ensured the hardware would be utilized well due to her excellent instructions.



Gloria Hawthorne and the drama teacher



# Excellence in Action

Week of November 9 – 13, 2015



## Clearly Outstanding Customer Service Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Tara Maxwell – 29</b>	<b>Brenda Willey – 9 Watkins</b>	<b>Stephen Hernandez – 6 Cypress Lakes</b>
<b>Demetria Hargrove – 13</b>	<b>Doreen Ranly – 7 Spillane</b>	<b>Esmond DeSouza – 6 Cypress Creek</b>
	<b>Coni Schelnick – 7 Thornton</b>	<b>Dencio Cabitac – 6 Cypress Lakes</b>
<b>112 Returned Surveys</b>	<b>49 Returned Surveys</b>	<b>65 Returned Surveys</b>
<b>226 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 November 9 – 13, 2015



# Clearly Outstanding Service Request Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Demetria Hargrove – 82</b>	<b>Coni Schelnick – 44</b> Thornton	<b>Brad Mulligan — 35 – Cy</b> Ranch
<b>Mike Mattingly – 60</b>	<b>Shannon Simon – 38</b> Labay	<b>Esmond DeSouza – 30</b> Cy Creek
<b>Service Requests</b>	<b>Service Requests</b>	<b>Service Requests</b>
<b>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 November 9 - 13, 2015



## Student Focused – Every Student, Every Day

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Demetria Hargrove</b> – 55 service requests 1.7 average days age	<b>Tim Briggs</b> – Hopper 15 service requests 1.7 average days age	<b>Esmond DeSouza</b> – Cy Creek 29 service requests 1.8 average days age
<b>Mike Mattingly</b> – 55 service requests average of 2.2 average days age	<b>June Hightower</b> – Kahla 20 service requests 2.3 average days age	<b>Juan Cantu</b> – Cy Falls 11 service requests 1.5 average days age
	<b>Shannon Simon</b> – Labay 26 service requests 2.5 average days age	<b>Gene Garrett</b> – Cy Falls 15 service requests 1.7 average days age
	<b>Aaron Widrick</b> – Smith 16 service requests 1.9 average days age	
	<b>Brenda Willey</b> – Watkins 14 service requests 1.6 average days age	
<b>490 service requests average age 2.6 days</b>	<b>267 service requests 2.9 average age days</b>	<b>273 service requests 3.0 average age days</b>
<b>service requests average age 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 November 9 – 13, 2015



# Clearly Outstanding Service Technicians

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove	Coni Schelnick – Thornton	Esmond DeSouza – Cypress Creek
Tara Maxwell	Doreen Ranly – Spillane	Dencio Cabitac – Cypress Lakes
		Bradley Mulligan – Cypress Ranch

**“Everything starts with the CUSTOMER.” June Martin**

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.