



Voice of the Customer: April Technician Meeting and Trainings

April Meeting

Our next Voice of the Customer Technician Meeting will be on Wednesday, April 19. Click [here](#) to submit a topic for discussion. Both meetings will meet in **room 502** at the Instructional Support Center.

Meeting Teams

Zone 3 and 4
Zones 1 and 2

Meeting Times

8:30 am – 10:30 am
12:30 pm – 2:30 pm

The first hour will cover district wide team issues. The **second hour** the meeting will be divided into different small groups by campus level. Presentation, Survey, and Suggestions – click [here](#).

April Training

Our Spring Training courses have been scheduled. Technicians are encouraged to sign up through the district's Staff Development website.

Section Title	Section #	Date	Time
GE 1851 WINDOWS 10 CFISD CERTIFICATION	9352	April 19, 2017	7:00 AM - 11:00 AM
GE 1851 WINDOWS 10 CFISD CERTIFICATION	9353	April 19, 2017	12:00 PM - 4:00 PM
GE 1851 WINDOWS 10 CFISD CERTIFICATION	9354	April 20, 2017	7:00 AM - 11:00 AM
GE 1851 WINDOWS 10 CFISD CERTIFICATION	9355	April 20, 2017	12:00 PM - 4:00 PM
GE 1872 USING LANDESK - CERTIFICATION LEVEL 2	9231	April 24, 2017	8:00 AM - 11:00 AM
GE 1872 USING LANDESK - CERTIFICATION LEVEL 2	9232	April 24, 2017	12:00 PM - 3:00 PM



Celebrating Success



June Hightower (Kahla MS) shared I was able to, with Mike Grimes assistance, remove all excess equipment from the building, (ex: printer, cpu, monitors). Excess equipment were from the new teacher tools and Chromebooks. Shout out to Mike!!

I was able to set up and replaced 10 Network printer HP M605.



Richard Cruz (Cook MS) shared it may seem mundane to some, but I was actually pleasantly surprised to find out how easy it is to replace a screen on a Yoga 460. You basically just have to remove the small cover under the screen, the screws that hold the screen in, and just slide the old screen back and remove. Putting in the new one is just the same thing in reverse.



Sandra Hoppe (Hamilton MS) shared my successful technology experiences for this week include setting up:

- 5 - HP402 printers (Administrative staff)
- 10 - HP605 printers (Labs and Pod Workrooms)



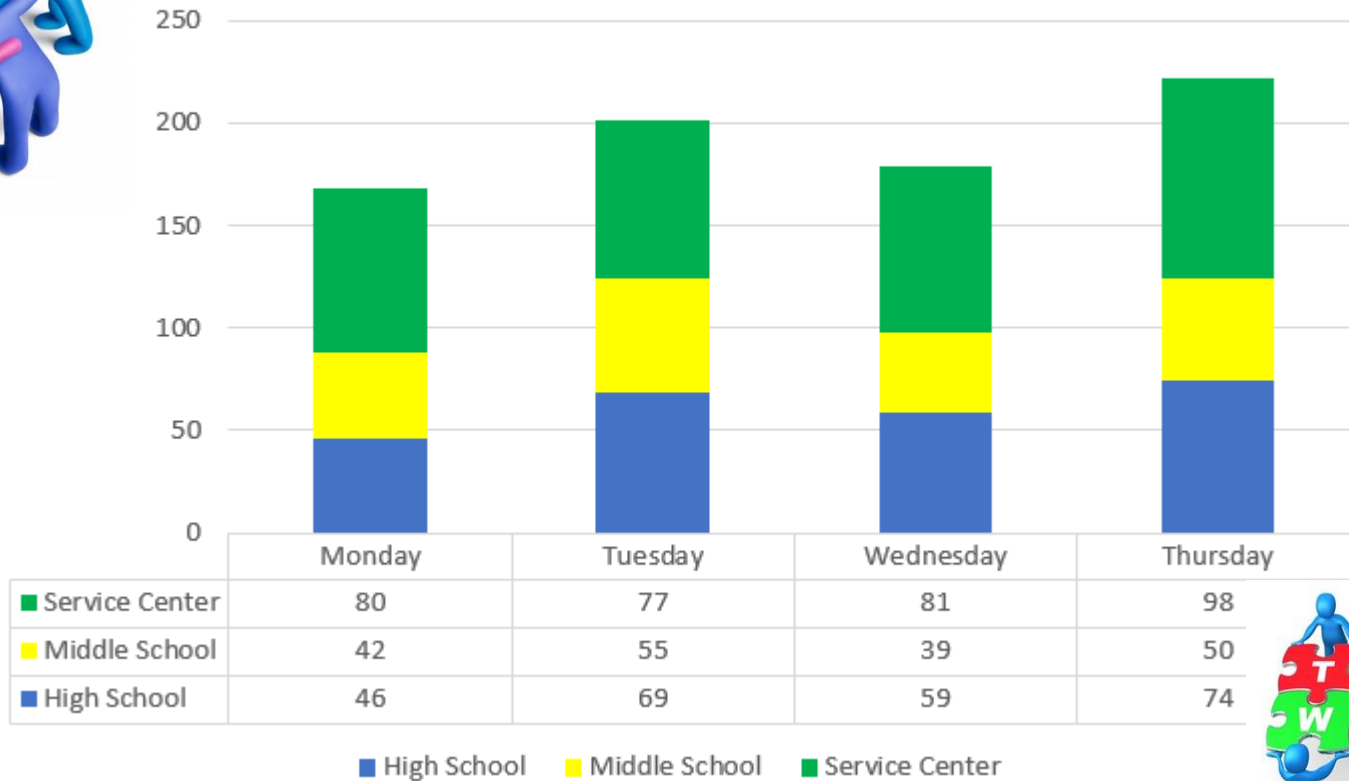


Closed Service Request Breakdown

This week our Campus Technicians and Service Center Technicians close 993 service requests. We are continuing to review the information regarding each week's successful completion in order to provide more efficient service to each customer.



Service Requests Closed by Technicians Week of April 14, 2017

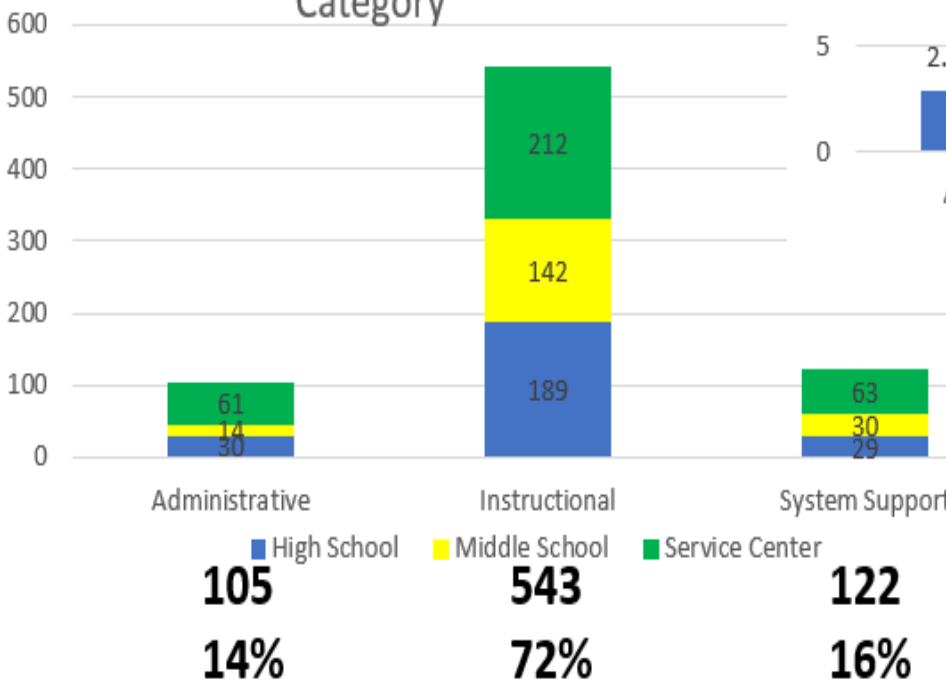




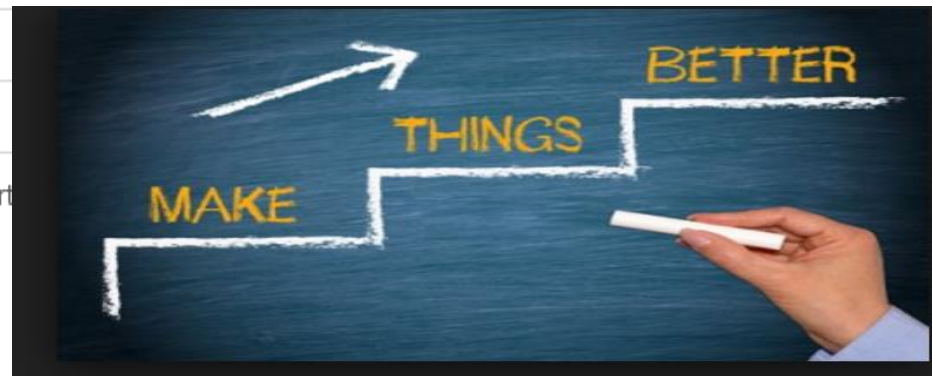
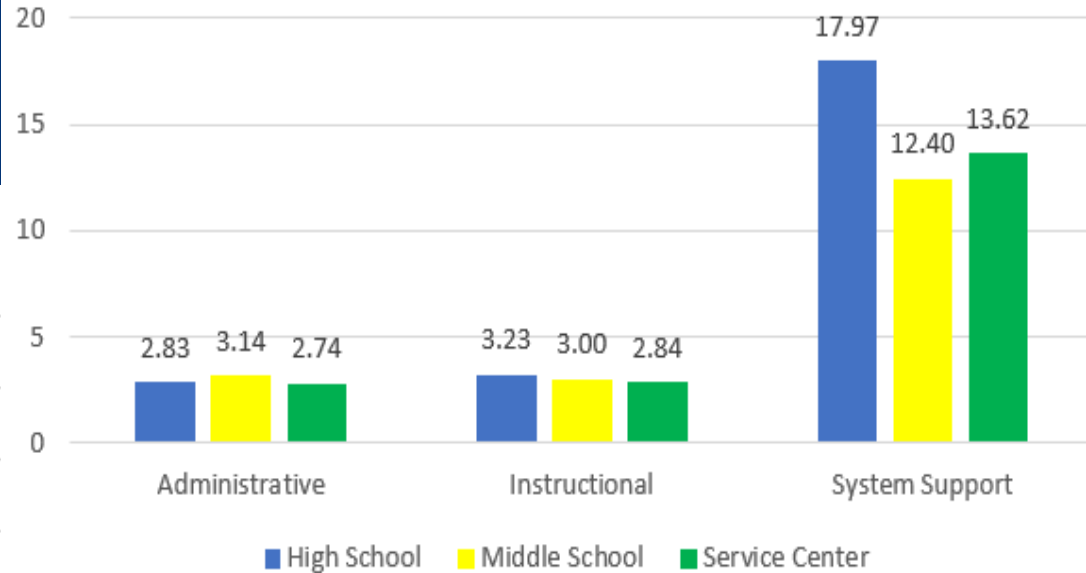
Closed Serviced Review

543 (72%) of our closed service requests this week were instructionally focused. Reviewing the age of these service requests allows our team to focus on new and more efficient ways to meet the needs of all of our customers.

770 Service Requests Closed by Support Category



Service Request Average Age of Each Focused Area by Level





Outstanding Service as Evidenced by Highest Survey Return

Information is compiled weekly reviewing the number of Surveys with an Excellent Rating upon completion of service.

Service Center Team

Crystal Gilbert

Demetria Hargrove

Middle School Campus Technicians

Rosemary Hernandez

Robert Love

Brenda Wiley

High School Campus Technicians

Jair Garza

Luis Velez



**Excellence
in Customer
Satisfaction**



Outstanding Service as Evidenced by Highest Rankings by Team on Service Request Count and Average Time to Close

Information is compiled weekly reviewing the Technician rankings by team detailing the most closed service requests and the shortest average time to complete all service requests.

Service Center Team

Julia Gibson
Art Ramirez

Middle School Campus Technicians

Patricia Fisher-Holmes
Sandra Hoppe

High School Campus Technicians

Jair Garza
Richard Zelenka





Outstanding Service as Evidenced by Highest Rankings by Team on Instructional Service Request and Average Time to Close

Information is compiled weekly reviewing the Technician rankings by team detailing the most closed service requests and the shortest average time to complete the instructionally categorized service requests.

Service Center Team

Demetria Hargrove
Tara Maxwell

Middle School Campus Technicians

Patricia Fisher-Holmes
Sandra Hoppe
Coni Schelnick

High School Campus Technicians

Matthew Hernandez
Edward Quintanilha





Outstanding Service as Evidenced by Overall Highest Rankings by Team

Information is compiled weekly reviewing the Technician ratings of the number of Surveys with an Excellent Rating and highest ratings of All Closed Service requests and Instructionally categorized service requests.

Service Center Team

Crystal Gilbert
Demetria Hargrove

Middle School Campus Technicians

Sandra Hoppe
Robert Love

High School Campus Technicians

Jair Garza
Richard Zelenka

