



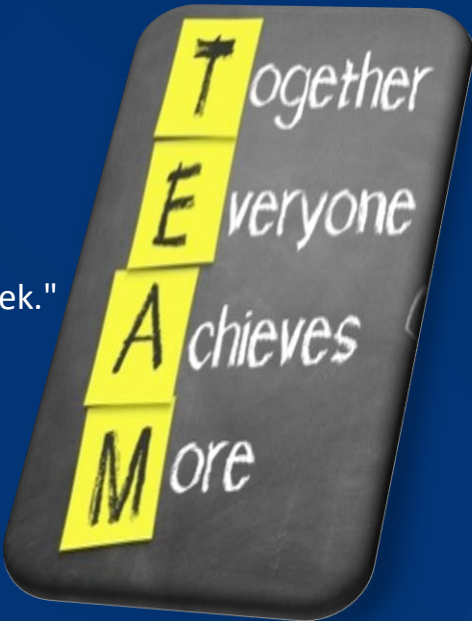
Celebrating Success



Tim Briggs (Hopper MS) shared "Hopper is ready for testing next week."



Sandra Hoppe (Hamilton MS) shared "I prepared 26 Chromebooks for STAAR testing next week."



Coni Schelnick (Thornton MS) shared "This has been a tough two weeks. I have been doing double (sometimes triple) duty. We lost our DI secretary less than two weeks before our awards ceremonies. I filled in and got all of the certificates organized, printed and ready for the awards night and helped with other various DI secretary duties. I also helped fill in when our badging para was out several days. That said, all of my tickets are up to date, I have checked my testing areas and we are ready to go!"



Paul Garrett (Dean MS) shared "Readying laptops for testing"





Celebrating Success



Customer Care Center sends "A Shout out to **Art Ramirez** for all the excellent tech support provided to Aragon MS in the Campus Technician's absence!! Thank you!



Customer Care Center sends "A Shout out to **Jose Vargas** for all the excellent tech support provided to Arnold MS!! Jose has done a great job in keeping the campus going. Thank you!!

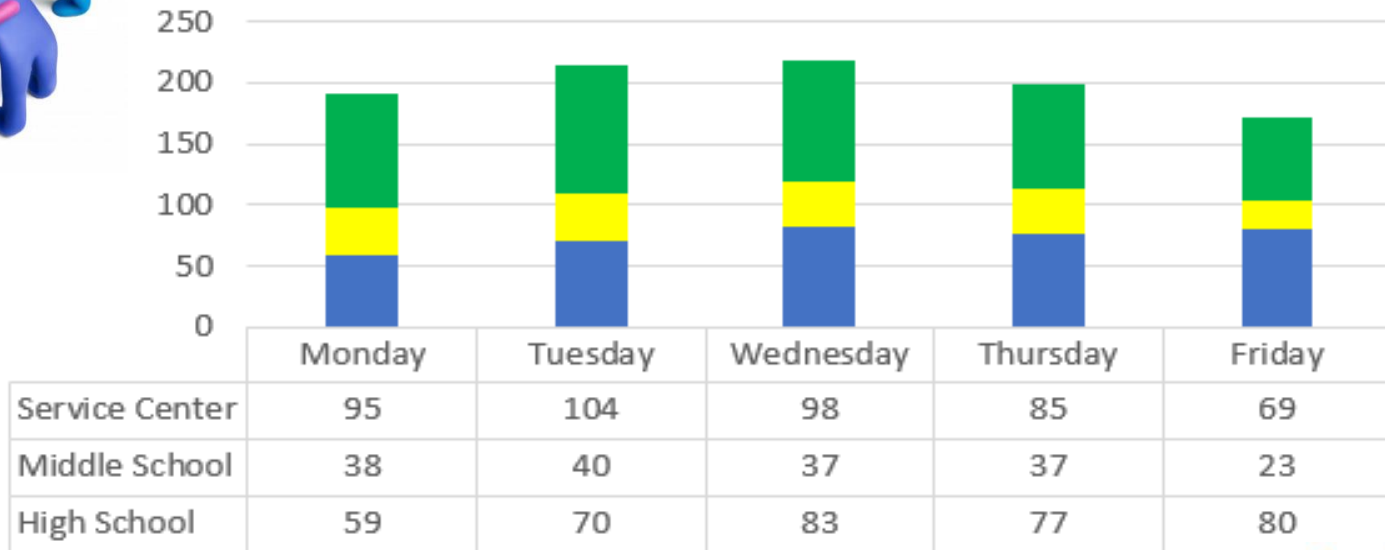


Closed Service Request Breakdown

This week our Campus Technicians and Service Center Technicians close 995 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 May 5, 2017



■ High School ■ Middle School ■ Service Center

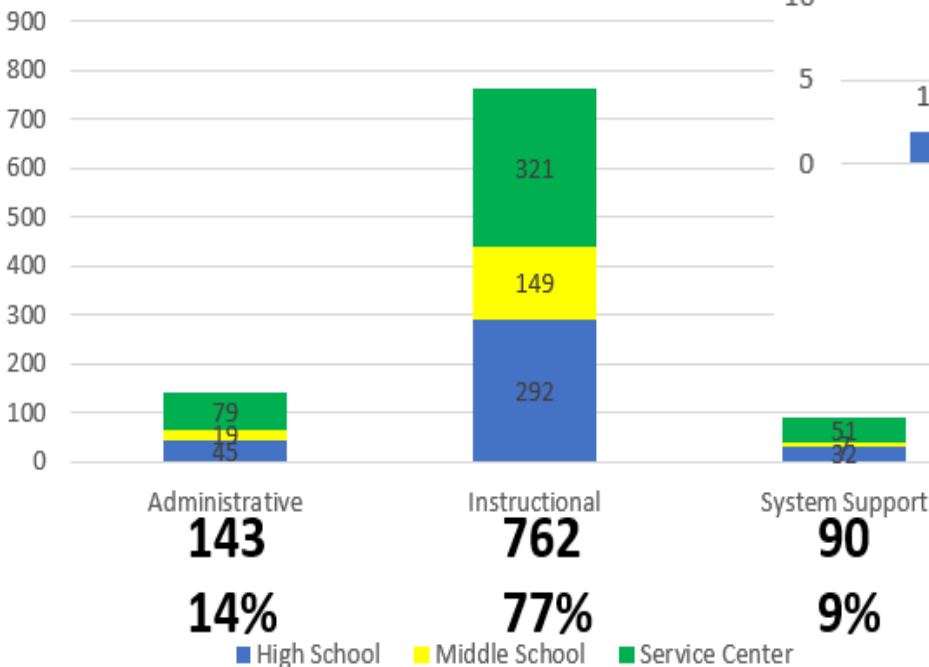




Closed Serviced Review

762 (77%) 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.

995 Service Requests Closed by Support Category



Service Request Average Age of Each Focused Area by Level

