



Celebrating Success

Paul Garrett (Dean MS) shared "End of the Year Check-In in progress!"



Coni Schelnick (Thornton MS) shared "Wifi at TMS is great! Did a check yesterday with great results! Thank you to everyone that worked so hard over the last year to get us here!"



Rosemary Hernandez (Truitt MS) shared "I'd just like to say that most of the year was just incredible!! Lots of new upgrades and faster service and we could fix things without any problems. The job was sometimes difficult to handle but only for a short while very grateful for that!!"

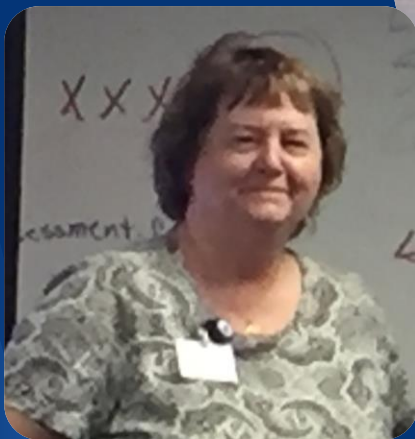


Sandra Hoppe (Hamilton MS) shared "My successful technology experience for this week is EOY check-out is completed."

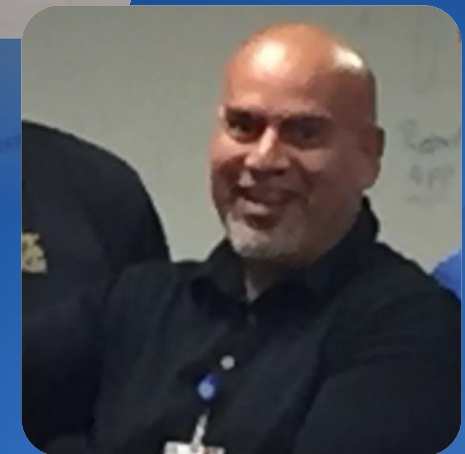




Celebrating Success



Susan Pavliska (Cy Ridge HS) shared she appreciates the recognition she has been given from the technology services department and knows that she is appreciated for all that she does for her campus. She also said **Jair Garza**, her partner in awesomeness, has done an excellent job this year and the staff thinks the world of him.



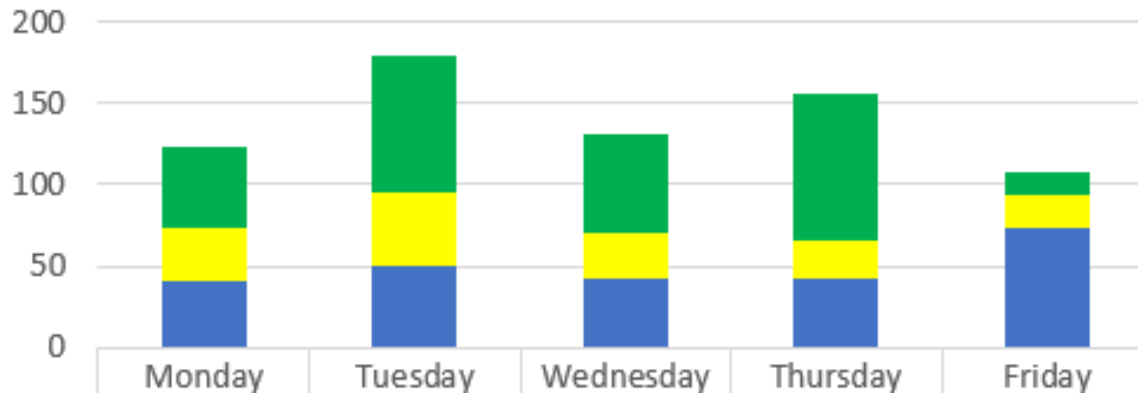


Closed Service Request Breakdown

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 May 26, 2017



	Monday	Tuesday	Wednesday	Thursday	Friday
Service Center	50	84	61	91	15
Middle School	34	45	28	23	20
High School	40	50	42	42	73

■ High School ■ Middle School ■ Service Center

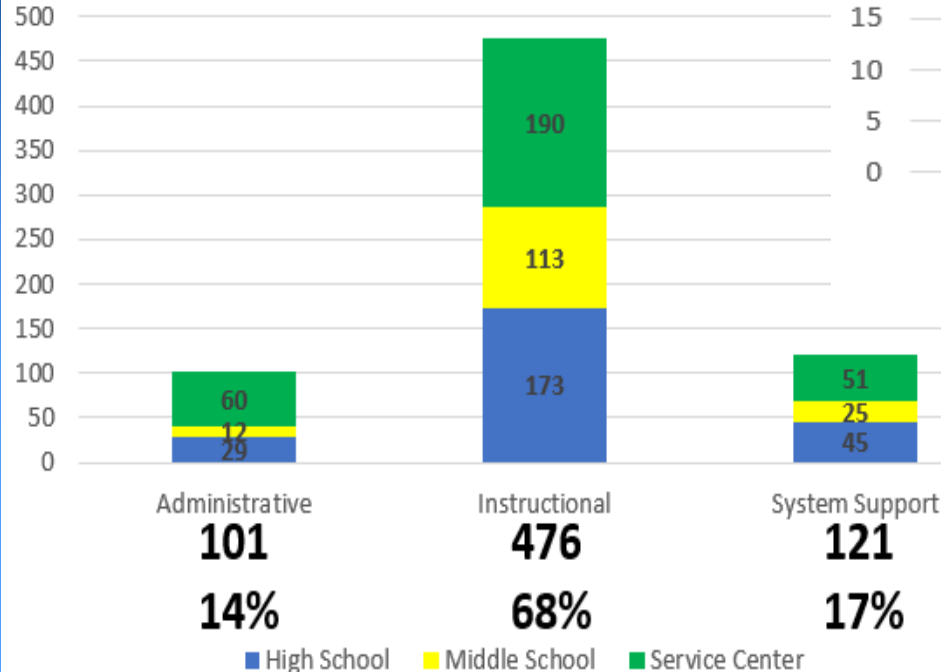




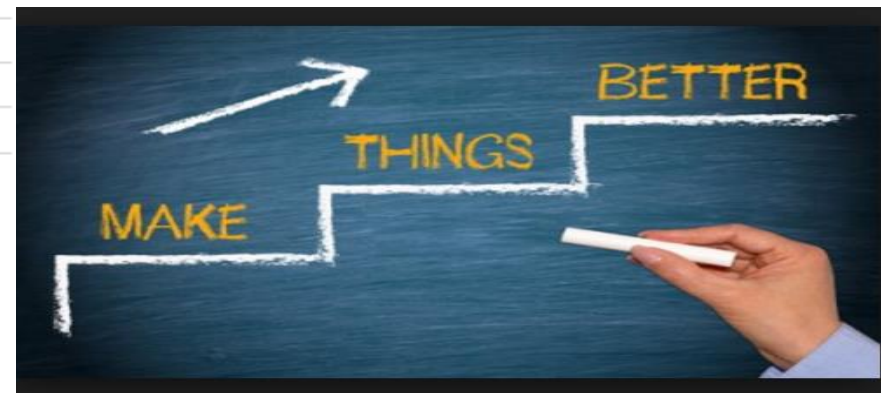
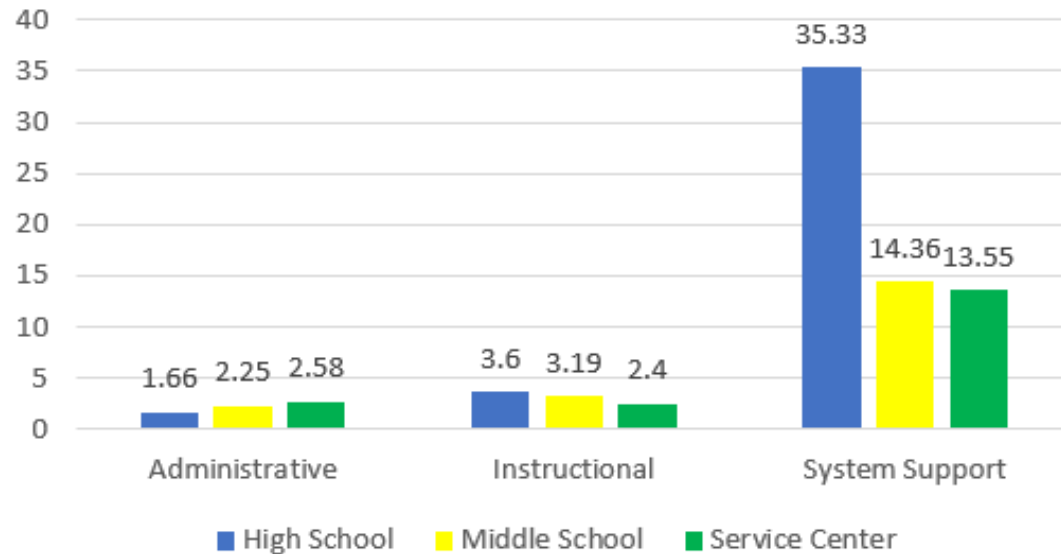
Closed Serviced Review

476 (68%) 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.

698 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

Timmothy Crook
Demetria Hargrove
Tara Maxwell

Middle School Campus Technicians

Rosemary Hernandez
Robert Love

High School Campus Technicians

Gene Garrett
Bob Rader



**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

Timmothy Crook
Demetria Hargrove

Middle School Campus Technicians

Rosemary Hernandez
Robert Love

High School Campus Technicians

Jair Garza
Luis Velez
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

June Hightower

Robert Love

High School Campus Technicians

Gene Garrett

Bob Rader





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

Timmothy Crook
Demetria Hargrove

Middle School Campus Technicians

Rosemary Hernandez
Robert Love

High School Campus Technicians

Gene Garrett
Bob Rader

