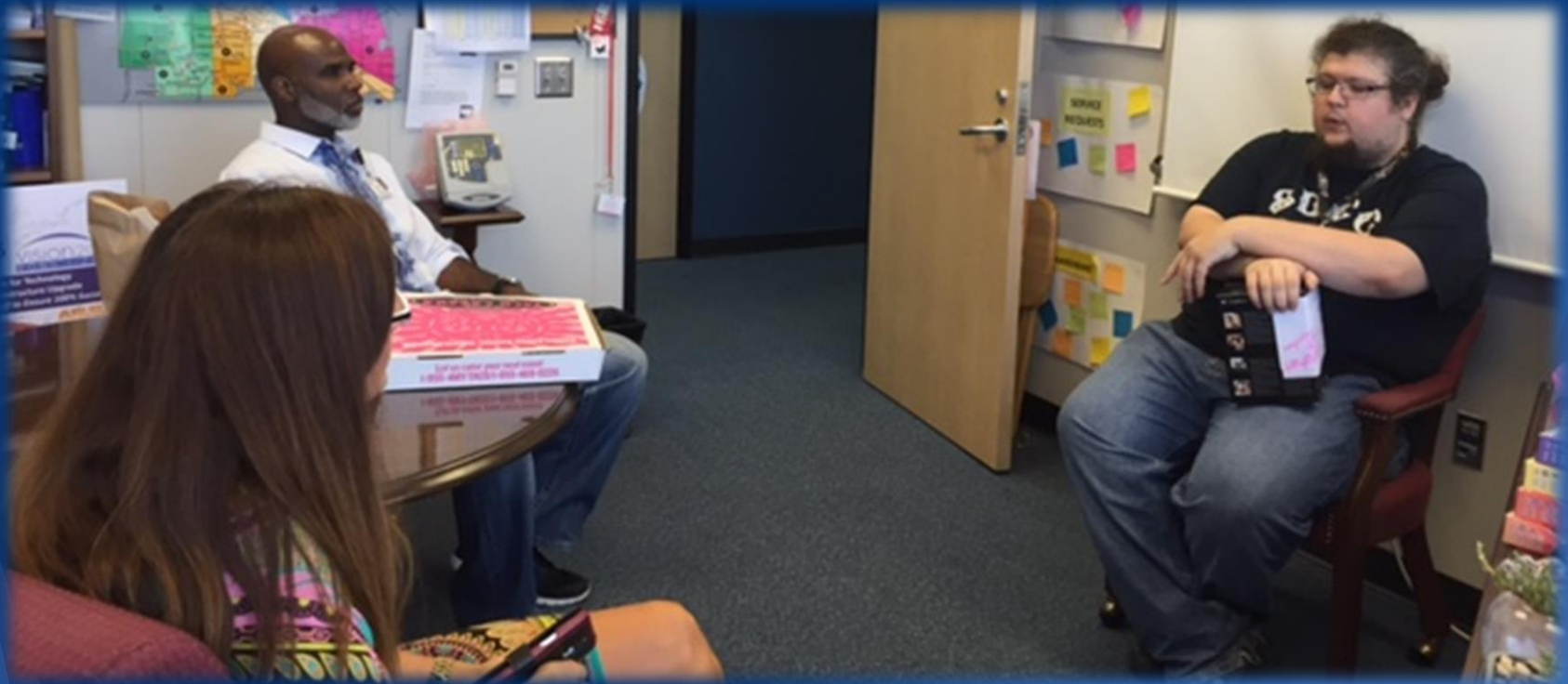




Success at Langham Creek HS

Langham Creek High School

Jake Sanders and John Scarborough were provided the opportunity to speak to their staff during one of their staff development campus meetings. Jake visited the Customer Care Center on Friday and shared their success with Jennifer, Scottie Stevens, and Frankie Jackson. Jake and John provided information in a comical way during the meeting that left the staff chuckling. As you may know, Jake and John are both Langham Creek Graduates. They impressed upon the staff that it is their desire to make technology successful at their campus in part to the fact that they are graduates and want their high school to run successfully. Thank you team for communicating your dedication to the staff and students at Langham Creek!!!





New Technicians and New Processes

Cypress Ranch High School

Jennifer Miller had the great pleasure of getting to know the new Cypress Ranch Technicians – Richard Zelenka and Craig Parliament. Richard and Craig visited with Jennifer last Thursday during her first visit to the campus this year. We look forward to sharing more information with you about them soon. Please join us in welcoming them to the team.



Hamilton Middle School

Sandra Hoppe reports that multiple labs were successfully reimaged in order to prepare for the start of the new school year. Re-imaged the Library Lab and Library Workstations. On Wednesday, Sandra was frequently visited by teachers during the “What’s New??” rotations. Teachers were able to pick up their remotes, SmartBoard pens/erasers, and other necessary equipment. On Thursday, Sandra presented information for the “Handbook Bus Tour” in regards to Technology. One of the seven “bus stops” was Technology. About 25 questions were taped to lockers in Pod I and teachers/staff had to use the electronic campus handbook (which includes the Technology Services PowerPoint) to locate the answers if they did not know them. Thank you Sandra for trying new methods to reach out to your teachers.



Campus Technician Support

Posted by Jennifer Miller, Director of Technology Support Services – Performance Excellence

August 12, 2016



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

Julia Gibson

Demetria Hargrove

Middle School Campus Technicians

Rosemary Hernandez

June Hightower

Sandra Hoppe

High School Campus Technicians

Jair Garza

Jacob Sanders



**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

Demetria Hargrove

Art Ramirez

Middle School Campus Technicians

Rosemary Hernandez

June Hightower

High School Campus Technicians

Jair Garza

Greg Mushen





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

Art Ramirez

Middle School Campus Technicians

Rosemary Hernandez

Sandra Hoppe

High School Campus Technicians

Jair Garza

Greg Mushen





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

Julia Gibson

Demetria Hargrove

Middle School Campus Technicians

Rosemary Hernandez

June Hightower

High School Campus Technicians

Jair Garza

Greg Mushen

