



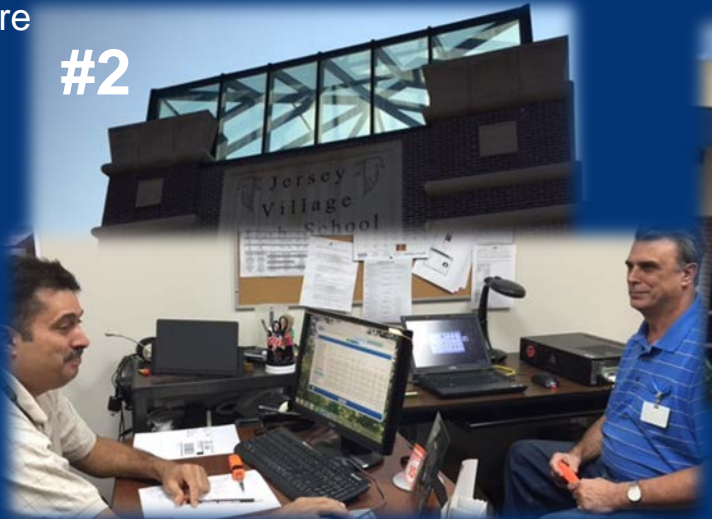
Fall Edition

SMART 2.0 Visits Begin

Jennifer Miller began visiting campuses on Tuesday. She will spend the next 4 weeks visiting each secondary campus and learning from the Technicians. She is looking forward to the rest of the visits – especially after the first day was so successful.

Jennifer, Rock Valentine, and Luis Castro discussed the changes in the Technician position over the last few years. We also discussed ways that the Customer Care

Center and Campus Technicians can increase and improve the support both provide to each other and the customers.



#2

Jennifer and Brett Hummell had a wonderful discussion regarding the Gr8 Expectations. Brett is in his second year at Cook and is eagerly looking for ways to continue providing excellent service to the campus.



#1



#3

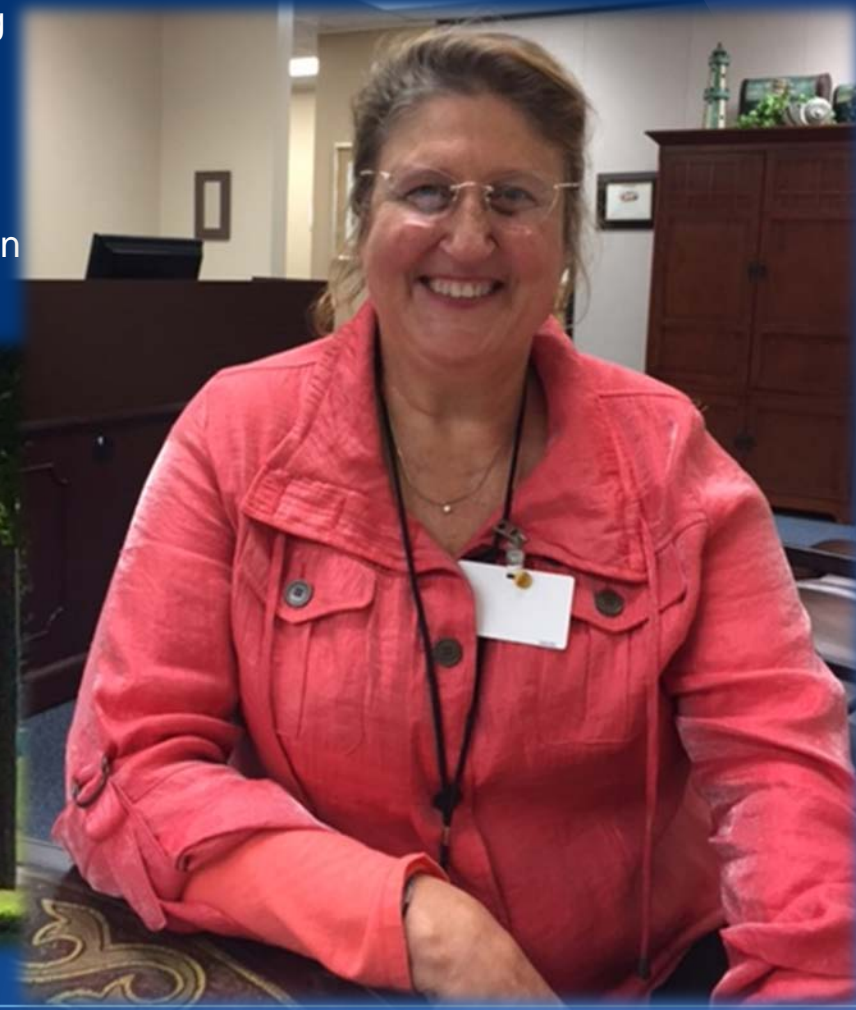
Jennifer and Kelssem Quintal met while Kelssem was repairing a computer. It was very interesting to watch him work. Kelssem diligently tested multiple components. Kelssem was very positive regarding the new zones and divisions the Service Center will begin utilizing.



Fall Edition

SMART 2.0 Visits - Windfern High School

On Wednesday Jennifer Miller spent part of the morning with Leilani Natale at Windfern High School. Jennifer and Leilani discussed many of the support needs that are outstanding at Windfern High School at this time. Jennifer will be talking with team members at ISC and bringing the resolutions back to Leilani and Windfern High School. Another topic discussed was the upcoming network refresh at Windfern High School. Information regarding the new network structure of CFISD CP, CFISD Guest, and CFISD BYOT were discussed so that Windfern is prepared for connectivity on Monday morning.





Fall Edition

SMART 2.0 Visits - Bleyl Middle School

On Friday, Jennifer Miller met with Robert Love at Bleyl Middle School. As Jennifer joined Robert in his office, he was verifying his inventory and making changes as needed. Robert has committed to making the inventory at his building a main focus this year. In addition, he is working on inventory each week to ensure that the administrative staff is able to utilize the inventory system when equipment information is needed.

Robert and Jennifer continued their meeting and discussed the service requests that Robert is working on and completing. Robert's staff has utilized the iSupport system and uses it to arrange for setups needed on future dates. The system is setup so that customers can enter future needs and then categorize with the Service Level Agreement categorization of 5-4 Maintenance Scheduled – Administrative. In this way, Robert can keep track of the needs and communicate with the customer through the iSupport system.

Jennifer and Robert continued to discuss the plans and goal Robert has for this year. Robert is very enthusiastic about this year and the support he can provide to the campus and district. Jennifer thoroughly enjoyed her visit with Robert at Bleyl.

Bleyl is in great shape and Robert is ready for a fabulous year.





US History Replacement Device Delivery Preparation

This week, our team received word that the US History device replacement would begin within the next two weeks. Kim Bowlin and Jay Johnson provide the first wave of delivery information shown below.

Monday, September 28 – Cypress Falls

Technicians: Juan Cantu and Patrick Allred
280 Helix devices and 7 teacher machines

Wednesday, September 30 – Cypress Ranch

Technicians: Karen Davis and Brad Mulligan
280 Helix devices and 7 teacher machines

Friday, October 2 – Cypress Ridge

Technicians: Susan Pavliska and Durwyn Seow
196 Helix devices and 5 teacher machines

Tuesday, October 6 – Langham Creek High School

Technicians: John Scarborough and Jacob Allen



On Friday, Jennifer Miller, Jay Johnson, Karen Davis, Brad Mulligan, Juan Cantu, and Patrick Allred participated in a conference call. The delivery dates were discussed and the best plans of action shared to ensure a smooth delivery. On Monday morning, Jennifer will visit Cypress Ridge High School and discuss the plan that Durwyn Seow and Susan Pavliska have in place for delivery later in the week. Our team is looking to make this a very smooth and efficient delivery.

Jay Johnson, Kimberly Bowlin, and Carla Kennedy have planned and prepared for the purchase and delivery of the devices.



Excellence in Action

Week of September 21 - 25, 2015



Clearly Outstanding Customer Service Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Robert Hernandez - 26	Robert Love – 13 Bleyl	Esmond DeSouza – 12 – Cypress Creek
Demetria Hargrove - 24	Coni Schelnick – 12 Thornton	Dencio Cabitac – 11 – Cypress Lakes
		Donisha Fontenet – 11 – Cy-Fair
185 Returned Surveys	116 Returned Surveys	130 Returned Surveys
431 Returned Excellent Surveys		

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 September 21 - 25, 2015



Clearly Outstanding Service Request Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove – 97	Robert Love – 47 – Bleyl	Durwyn Seow – 60 – Cypress Ridge
Chris Preston – 81	Coni Schelnick – 40 – Thornton	Susan Pavliska – 58 – Cy-Fair
919 Service Requests	445 Service Requests	591 Service Requests
1,971 Service Requests		

Way to Go!!
Your customers appreciate your support

The two Technicians closing the most service requests during the week.



Excellence in Action

Week of September 21 - 25, 2015



Student Focused – Every Student, Every Day

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Adriana Cantu – 59 service requests average of 2.0 average days age	Robert Love – Bleyl – 37 service requests 1.5 average days age	Durwyn Seow – Cypress Ridge – 53 service requests 1.8 average days age
Demetria Hargrove – 68 service requests 2.5 average days age	Patricia Fisher-Holmes – Campbell – 34 service requests 2.8 average days age	Esmond DeSouza – Cypress Creek – 33 service requests 1.7 average days age
	Coni Schelnick – Thornton – 31 service requests 2.5 average days age	
693 service requests average age 3.0 days	363 service requests average age 3.1 days	492 service requests average age 3.1 days
1,548 service requests average age 3.1 days		

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 September 21 - 25, 2015



Clearly Outstanding Service Technicians

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove	Robert Love - Bleyl	Esmond DeSouza – Cypress Creek
Robert Hernandez	Coni Schelnick - Thornton	Susan Pavliska – Cypress Ridge

“If you work just for money, you’ll never make it, but if you love what you’re doing and you always put the customer first, success will be yours. ”

– Ray Krock

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.