



Fall Edition

SMART 2.0 Visits – Week 2

Service Making A Real Transformation

Thursday was a thrilling day of campus visits. Jennifer Miller first began the day at Cypress Ranch High School and then travelled across the street to Smith Middle School.

Jennifer began the day meeting with Karen Davis and Brad Mulligan at Cypress Ranch High School. Karen and Brad’s offices are located in the library so that they can be in the center of the building and available to staff and students. Karen and Brad have done a fabulous job of meeting the needs of the teachers and students and are always looking for new ways to provide additional support to their customers.



Karen and Brad discussed with Jennifer the recent delivery of the Helix computers for their US History laptop carts.



New ways to provide service and support to all Technicians was also discussed along with Technician Meeting improvements.

Providing additional support for new equipment delivery was also discussed. Karen and Brad can be counted on to always look for efficient ways to support Cypress-Fairbanks ISD.

Karen and Brad are a fabulous team and work very well together – all to the benefit of their campus.



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Thursday was a thrilling day of campus visits. Jennifer Miller completed the exhilarating morning at Smith and Anthony middle schools.

Jennifer met Aaron Widrick at Smith Middle School. Aaron and Jennifer discussed the Gr8 Expectations and the support provided for each Technician. Aaron shared information about the staff development he provided for his campus at the beginning of the year. Aaron ensured that each staff member was knowledgeable about entering iSupport service requests. Aaron's diligence in training his staff has enabled accurate service reporting and allowed him to provide exceptional support.



JODIE BLAIR SMITH MIDDLE SCHOOL

Jennifer joined Geoff Brown at Anthony Middle School for her last visit of the day. Geoff helped open Anthony Middle School and has continue to provide excellent service. Geoff shared his appreciation of the Customer Care Center and the specific Technician support. Geoff is shown in front of this organized supplies and equipment. Geoff's organized approach allows him to serve his customers with outstanding support.

Customer Care Center, Performance Excellence

Posted by Jennifer Miller, Performance Excellence Manager

September 29, 2015

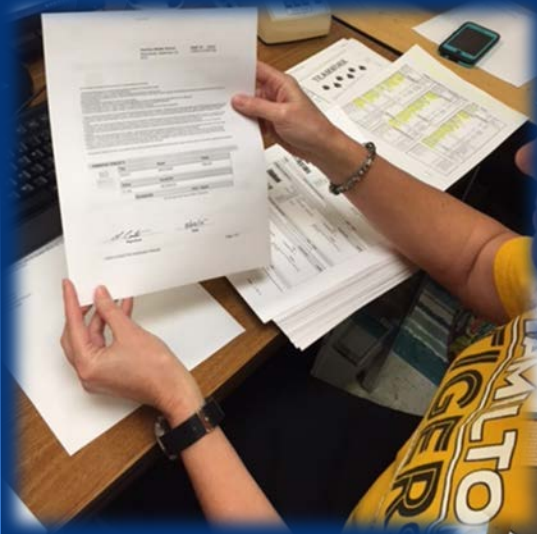


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Service Making A Real Transformation

Tuesday began another successful day of campus visits. Jennifer Miller first began the day at Hamilton Middle School and then travelled to Goodson Middle School.



Jennifer and Sandra Hoppe began discussing the great things going on at Hamilton Middle School. Sandra Hoppe has been able to complete the inventory check on her campus and commented that her staff is doing an excellent job of entering services requests for service. Sandra successfully continues to work to find new and inventive ways to meet the needs of her campus.

Sandra and Stuart were very complimentary of the great job Ingrid Morrassini has done to support their needs and campuses.



Jennifer and Stuart Legge began their visit discussing the network upgrade recently completed at his campus. Stuart and Elizabeth Montes worked throughout the day on Monday to make sure all was up and working well. Stuart shared with Jennifer the responsibility he feels to ensure that all technology is working well at his campus. Stuart works to be proactive on addressing campus needs so that software and hardware are working well for his students and teachers. Stuart ensures his administrative team is aware of the technology status of his campus.



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Service Making A Real Transformation

Jennifer concluded her Tuesday morning visits at Cypress Woods High School.

Jennifer met with Gene Garrett and Holly Kosters at Cypress Woods High School. When the SMART visits were conducted in the Spring, Gene was managing Cypress Woods independently and Holly was supporting Langham Creek High School. It was interesting to see how Gene and Holly have combined their years of experience to create a supportive technology environment at the campus. Gene and Holly contributed to a great idea and flow of discussion that was started at Goodson.

The idea of a “Tech Check” service request was discussed. The “Tech Check” would be an additional service request type that would encourage the teachers to verify their classroom technology was in working order and ready for the first day of class. In addition, it could streamline the inventory check process as well as introduce new personnel to the iSupport process. If equipment was found to not be working or setup, then the staff could request support in a timeframe that would ensure all classrooms were technology operational before day 1. that would encourage teachers to complete a beginning of the year check of their classroom technology and then allow for an express service process. Meeting with the Technicians at their campuses allows for a time of free flowing thoughts that can develop into great ideas.



Customer Care Center, Performance Excellence

Posted by Jennifer Miller, Performance Excellence Manager

September 22, 2015



Excellence in Action

Week of September 28 – October 2, 2015



Clearly Outstanding Customer Service Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove - 20	Shannon Simon – 14 Labay	Esmond DeSouza – 13 – Cypress Creek
Chris Preston - 15	Coni Schelnick – 13 Thornton	Brad Mulligan – 9 – Cypress Ranch
Art Ramirez - 15		
179 Returned Surveys	99 Returned Surveys	102 Returned Surveys
380 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 28 – October 2, 2015



Clearly Outstanding Service Request Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove – 90	Sandra Hoppe – 51 – Hamilton	Brad Mulligan – 43 – Cypress Ranch
Adriana Cantu – 57	Robert Love – 51– Bleyl	Rock Valentine – 35 – Jersey Village
777 Service Requests	452 Service Requests	389 Service Requests
1,618 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 28 – October 2, 2015



Student Focused – Every Student, Every Day

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove – 48 service requests 1.6 average days age	Patricia Fisher-Holmes – Campbell – 22 service requests 1.4 average days age	Esmond DeSouza – Cypress Creek – 22 service requests 1.7 average days age
Adriana Cantu – 45 service requests average of 2.0 average days age	Sandra Hoppe – Hamilton – 49 service requests 2.2 average days age	Dencio Cabitac – Cypress Lakes – 19 service requests 2.1 average days age
		Brad Mulligan – Cypress Ranch – 35 service requests 2.6 average days age
555 service requests average age 2.6 days	363 service requests average age 2.8 days	328 service requests average age 2.9 days
1,246 service requests average age 2.8 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 28 – October 2, 2015



Clearly Outstanding Service Technicians

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove	Sandra Hoppe – Hamilton	Esmond DeSouza – Cypress Creek
Adriana Cantu	Shannon Simon – Labay	Brad Mulligan – Cypress Ranch

“Quality in a service or product is not what you put into it. It is what the customer gets out of it.” – Peter Drucker

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.