



Technicians Andrew Lopez and Glen Carpenter Exemplify Being Student-Focused and Service Oriented

Frankie Jackson observed technicians, **Andrew Lopez** and **Glen Carpenter** in action at Cy-Fair high school on Tuesday, **September 8, 2015**. She listened to Andrew talk about starting to work very early every morning before teachers arrive, to make sure all systems are setup and ready for students. He said he is so busy, he doesn't have time for lunch – ever! She also watched Glen Carpenter setup printers, and check his service requests – all in an effort to quickly respond to any need that arises while he is at the school. Both exemplified two of our core values: student-focused and service-oriented. Thank you for all that you do!



Glen Carpenter, Technology Service Center

Example of Core Value Student-Focused

- ✓ Keeping pace with the rapid changes in technology to support 21st century skills and learning opportunities for students

Example of Core Value Service-Oriented

- ✓ Being flexible and patient, and exercise good listening skills when providing service to customers