



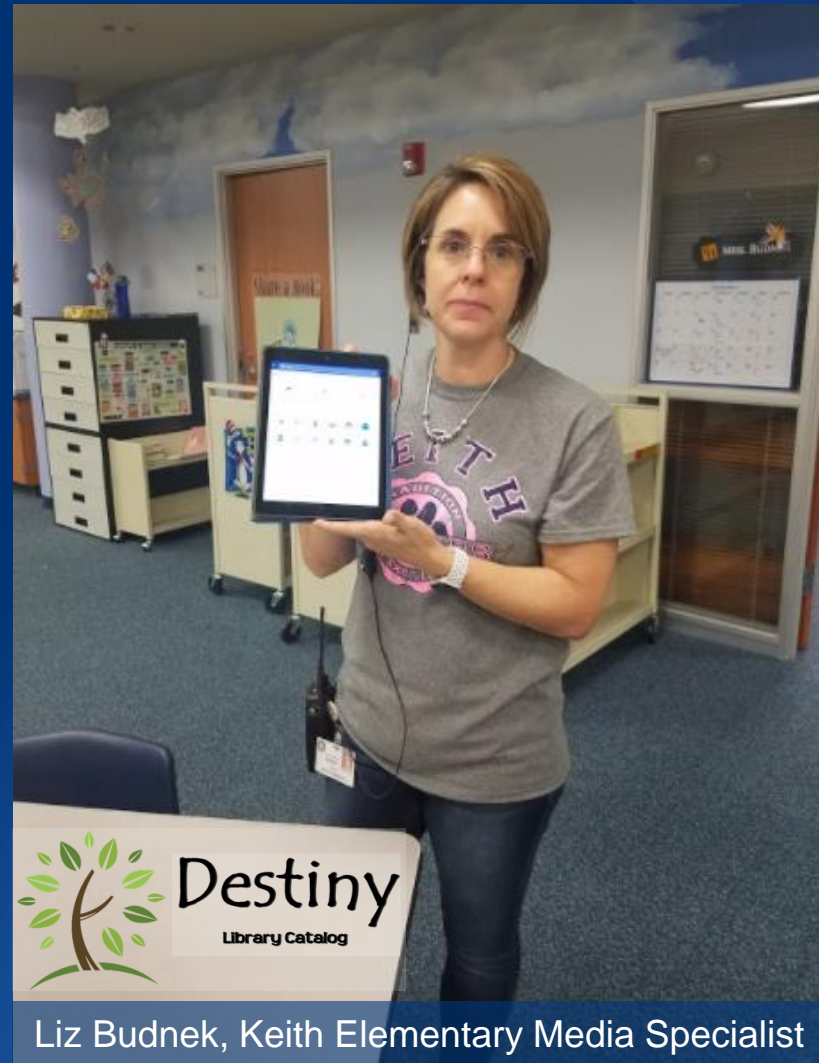
Customer Focus on Levels of Satisfaction

Campus Visit to Keith Elementary

Frankie Jackson visited Liz Budnek, the media specialist and librarian at Keith elementary, on [September 29, 2017](#). The purpose of the meeting is to focus on customer satisfaction and dissatisfaction. Frankie's focus is on transformation as it relates the customer's needs and wants by creating processes that are geared to better serve the customer resulting in providing greater value. This is not a short-term process. This is a long-term practice intended to fully develop meaningful relationships with customers.

The following is the customer feedback collected:

- Liz is elated with the level of technology service she is receiving from Dencio Cabitac!
- She asked if we could provide additional connectors to her promethean board so when teachers brought in their laptops, the connectors would be available for their type of device.
- She needs a quick way for students to get access to the Destiny library catalog without having to log in. She is working around the problem by using some donated iPads. She doesn't have enough however. She needs more iPads or a faster way for students to look up books in the card catalog.



Liz Budnek, Keith Elementary Media Specialist

