



Voice of the Customer Meeting and Training

Reminder

Voice of the Customer – Technician Meeting

When: January 27

Where: Labs 1 and 2 in ISC-West

Times: **Middle School, Zone 1, and Zone 2 Technicians - 8:00am**
High School, Zone 3, and Zone 4 Technicians - 12:30pm

Topics Include:

Bond Update

Issue Escalation

Surface Inventory Check

Telpas Testing Preparation

Promethean Board Information

Food Service Equipment Training

Participants will discuss the components of the food service equipment, learn how to reimage a Point of Sale system, and learn the best way to troubleshoot common issues. Escalation provisioning will also be discussed.

Click [here](#) to login to the Learning Management System to register.



54408	JANUARY 29, 2016 11:00 AM (54408)
54409	JANUARY 29, 2016 1:00 PM (54409)
54410	FEBRUARY 5, 2016 11:00 AM (54410)
54411	FEBRUARY 5, 2016 1:00 PM (54411)
54412	FEBRUARY 12, 2016 11:00 AM (54412)
54413	FEBRUARY 12, 2016 1:00 PM (54413)



Organizational Announcement

Kelsey Crouch **Cypress Ranch Technician**

Kelsey is married with a 3 year old son named Urijah. When not at Cypress Ranch, she enjoys spending time with her husband and son. While she is new to Technology, she actually started working for the district at the switchboard of Cy-Fair High School during her senior year. She took a break from the district working in various industries including a stint as a hairdresser. Before becoming part of the Technician Team at Cypress Ranch, she was the library assistant. She is excited to be working as a Technology Service Technician.

Welcome Kelsey Crouch!!!!



Kelsey Crouch



Excellence in Action

Week of January 18 – 22, 2016



Clearly Outstanding Customer Service Support

Name	Campus
Briggs, Timothy	Hopper Middle School
Cabitac, Dencio	Cypress Lakes High School
Desouza, Esmond	Cypress Creek High School
Garrett, Gene	Cypress Woods High School
Hargrove, Demetria	Service Center
Hernandez, Rosemary	Truitt Middle School
Hernandez, Stephen	Cypress Lakes High School
Sanders, Jacob	Langham Creek High School
Splawn, Brandon	Service Center
Valentine, Rock	Jersey Village High School

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 Technician Service Report

Posted by Jennifer Miller, Performance Excellence Manager

January 22, 2016



Excellence in Action

Week of January 18 – 22, 2016



Clearly Outstanding Service Request

Name	Campus
Hargrove, Demetria	Service Center
Hernandez, Rosemary	Truitt Middle School
Hightower, June	Kahla Middle School
Maxwell, Tara	Service Center
Pham, Daniel	Cypress Creek High School
Quintanilha, Edward	Cy-Fair High School
Schelnick, Constance	Thornton Middle School

Way to Go!!

Your customers appreciate your support

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



Excellence in Action

Week of January 18 – 22, 2016



Student Focused – Every Student, Every Day

Name	Campus
Hargrove, Demetria	Service Center
Hernandez, Rosemary	Truitt Middle School
Kosters, Holly	Cypress Woods High School
Mattingly, Michael	Service Center
Quintanilha, Edward	Cy-Fair High School
Schelnick, Constance	Thornton Middle School

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 January 18 – 22, 2016



Clearly Outstanding Service Technicians

Name	Campus
Hargrove, Demetria	Service Center
Hernandez, Rosemary	Truitt Middle
Kosters, Holly	Cypress Woods High School
Mattingly, Michael	Service Center
Quintanilha, Edward	Cy-Fair High School
Schelnick, Constance	Thornton Middle School

The two Technicians at each department level with the highest combination of ranked scores - Service Request Support, Customer Service Support, Student Focused – Every Student, Every Day Support