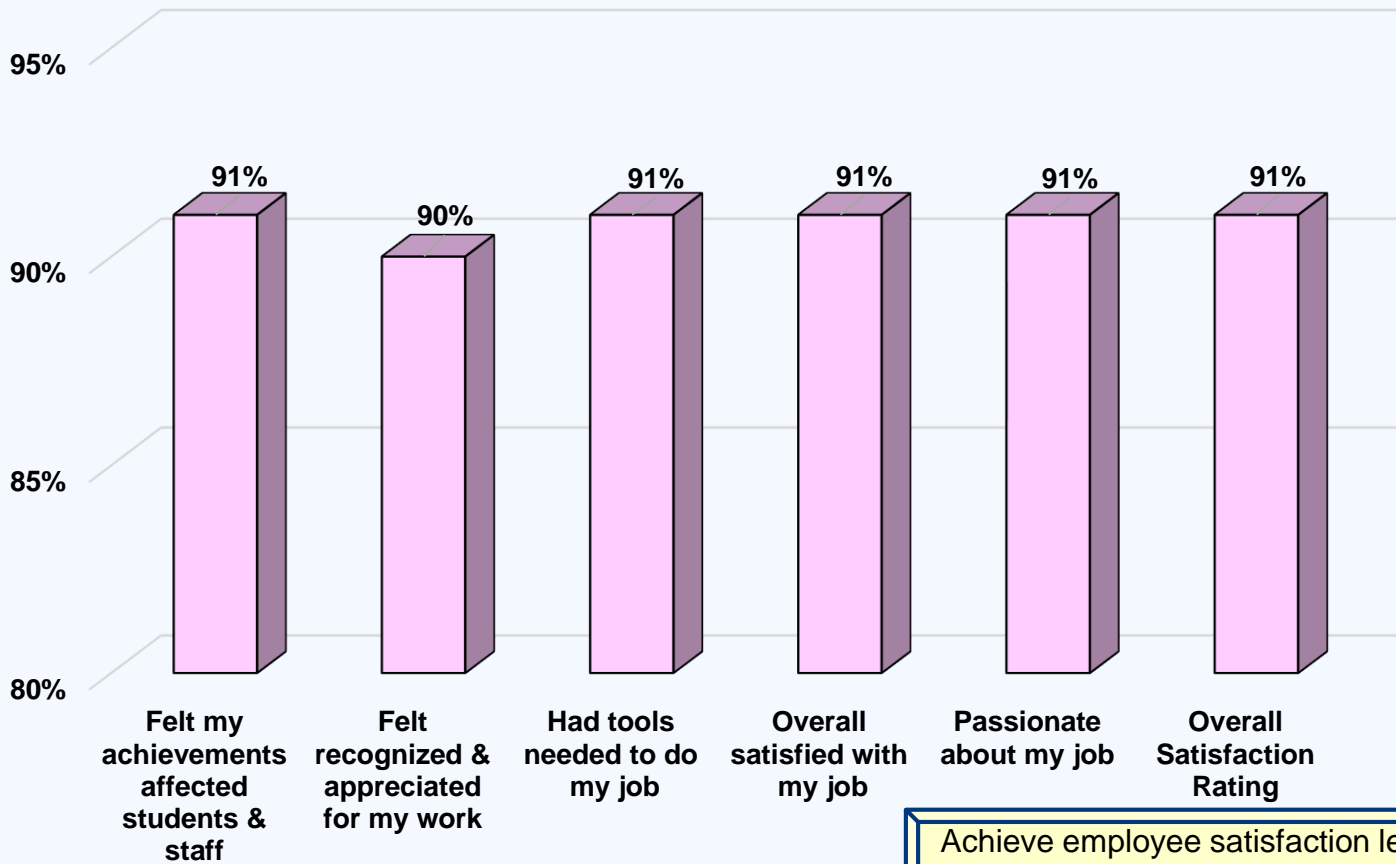




# Employee Satisfaction



## EMPLOYEE SATISFACTION SURVEY RESULTS APRIL, 2018



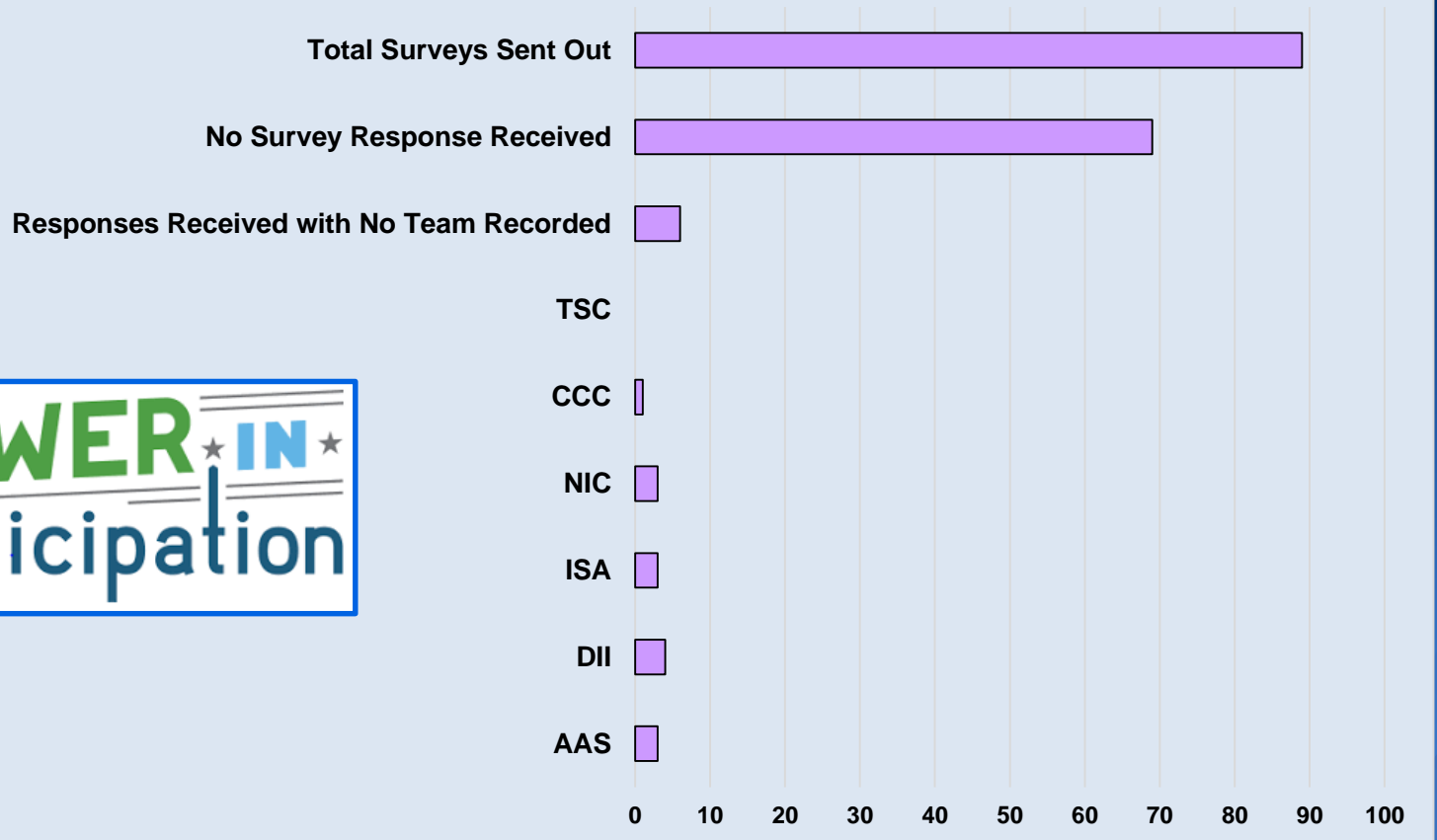
Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .



# Employee Satisfaction Response Numbers



## Employee Satisfaction Survey Results Team Submissions - April, 2018





# Employee Satisfaction Survey Comments & TPAC Response



## Technology Personnel Action Committee (TPAC)

**Members: Doug Baker, Kim Bowlin, Geoff Brown, Nancy Grella, Demetria Hargrove, Katie Hernandez, Elizabeth Montes, Tony Rogers, Ann Sempe, Aaron Widrick**

### April Comments and TPAC Responses:

#### 1. More Tool and classes

##### TPAC RESPONSE

There has been a huge effort towards training and building our skills. Your department or team leader can direct you to available trainings. Each team has a login for training (StormWinds account). Most classes are offered at lunch time or as an on-demand webinar. We have also had individuals sent to trainings. If you have specific training or tool needs that can't be met with what we already have in place, visit with your supervisor or team leader. Every business-justified need (training or tool) has been met. You just need to speak up. More trainings are planned for next year (LANDesk and more Microsoft training).

#### 2. Have more Faith and Trust in employees

##### TPAC RESPONSE

Faith and trust are off shoots of relationships. We as a department have focused this year on building teams and relationships. As we are accountable to each other, the faith and trust will be earned. TPAC is open to suggestions to growing what we started this year towards team building.



# Employee Satisfaction Survey Comments & TPAC Response



## Technology Personnel Action Committee (TPAC)

**Members: Doug Baker, Kim Bowlin, Geoff Brown, Nancy Grella, Demetria Hargrove, Katie Hernandez, Elizabeth Montes, Tony Rogers, Ann Sempe, Aaron Widrick**

### April Comments and TPAC Responses Continued:

3. When I do use the lab and I'm having an issue, the Help Desk sends someone ASAP...I really appreciate that.

#### TPAC RESPONSE

TPAC appreciates the support of the Customer Care Center. The ISC technician has been providing good customer service via the iSupport tickets that request lab set-up needs. TPAC recommends that the leader of the CCC share this positive comment with CCC staff.

4. Utilizing ISC-W labs (all labs) since it is "centrally" located in the district (suggestion).

#### TPAC RESPONSE

Renovations are underway at the Service Center. A training room is in the plan. More information (updates) will be provided at a later date.



# Employee Satisfaction Survey Comments & TPAC Response

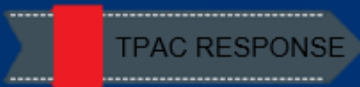


## Technology Personnel Action Committee (TPAC)

**Members: Doug Baker, Kim Bowlin, Geoff Brown, Nancy Grella, Demetria Hargrove, Katie Hernandez, Elizabeth Montes, Tony Rogers, Ann Sempe, Aaron Widrick**

### April Comments and TPAC Responses Continued:

5. DII, CCC and NMO have been great working with the techs addressing issues! Teamwork!!!



One of our goals this year was creating a spirit of teamwork. TPAC recognizes that this is a needed element for our department's success. TPAC encourages the leaders of these groups to share the positive comment with their staff.

6. I think the department is working like clockwork. I love the team spirit and comradery. I love all we've accomplished.



TPAC is open for suggestions to continue building relationships between departments. Positive teams significantly impact our performance and the service we provide to our customers.



# Employee Satisfaction Survey Comments & TPAC Response



## Technology Personnel Action Committee (TPAC)

Members: Doug Baker, Kim Bowlin, Geoff Brown, Nancy Grella, Demetria Hargrove, Katie Hernandez, Tony Rogers, Ann Sempe, Aaron Widrick

## Update

### TEAM BUILDING ACTIVITIES:

We have received many thanks and appreciative comments for the breakfast that Technology Services hosted at Danish on May 18<sup>th</sup>. This was our way of saying “Job well done” to teachers and staff.

On May 23<sup>rd</sup> the End of the Year Campus and Service Technician Meeting was held with a luncheon to show appreciation for the Technician’s hard work this past year. See pictures [HERE](#)

TPAC will team with Leadership to organize the Technology Services Departmental Kick Off meeting for the 2018-19 school year. This will be held in the second week of August. Details will be sent out via email calendar invite.

TPAC will be placing a Suggestion Box at the August Departmental Kick Off meeting. We welcome new ideas for team building activities for the 2018-19 school year.

★ Always watch for emailed updates! ★

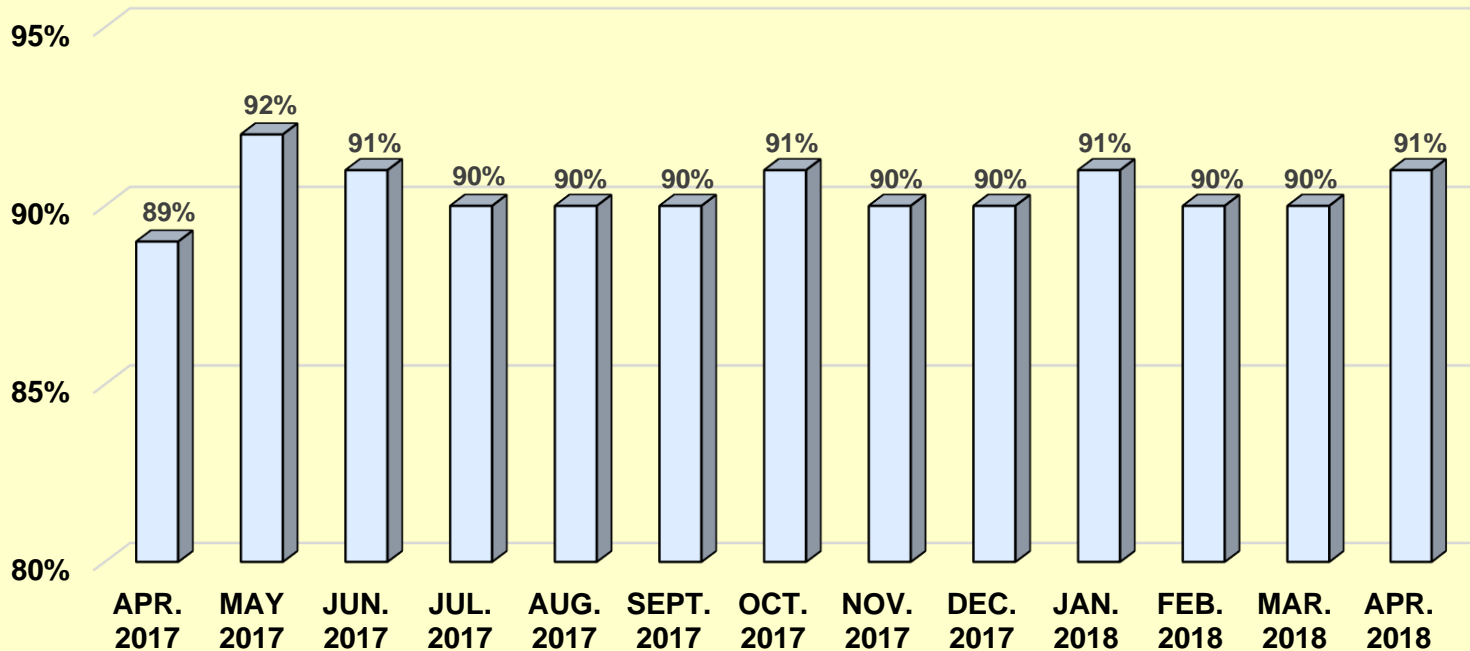




# Employee Satisfaction Annual Summary



## EMPLOYEE SATISFACTION SURVEY RESULTS OVERALL SATISFACTION APRIL, 2017 - APRIL, 2018



Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .