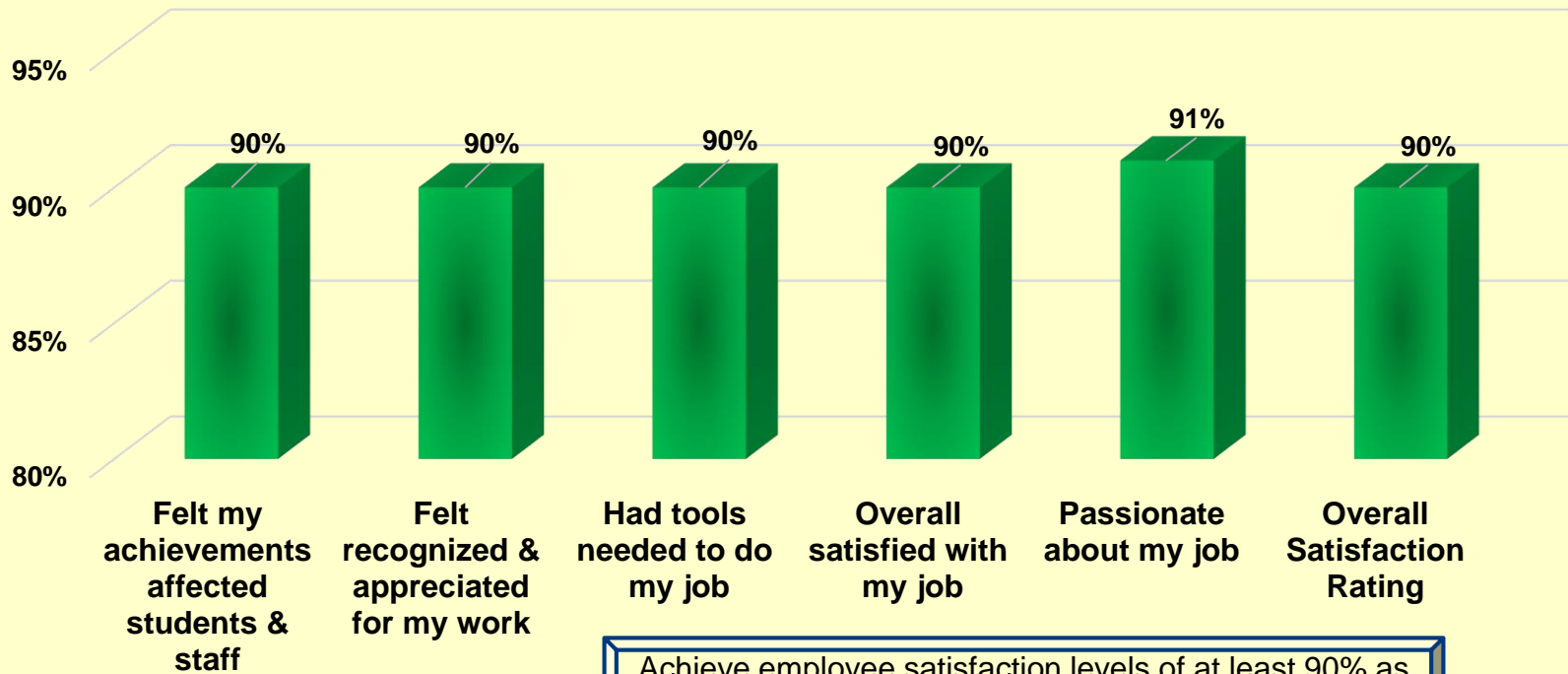




Employee Satisfaction



EMPLOYEE SATISFACTION SURVEY RESULTS FEBRUARY, 2018



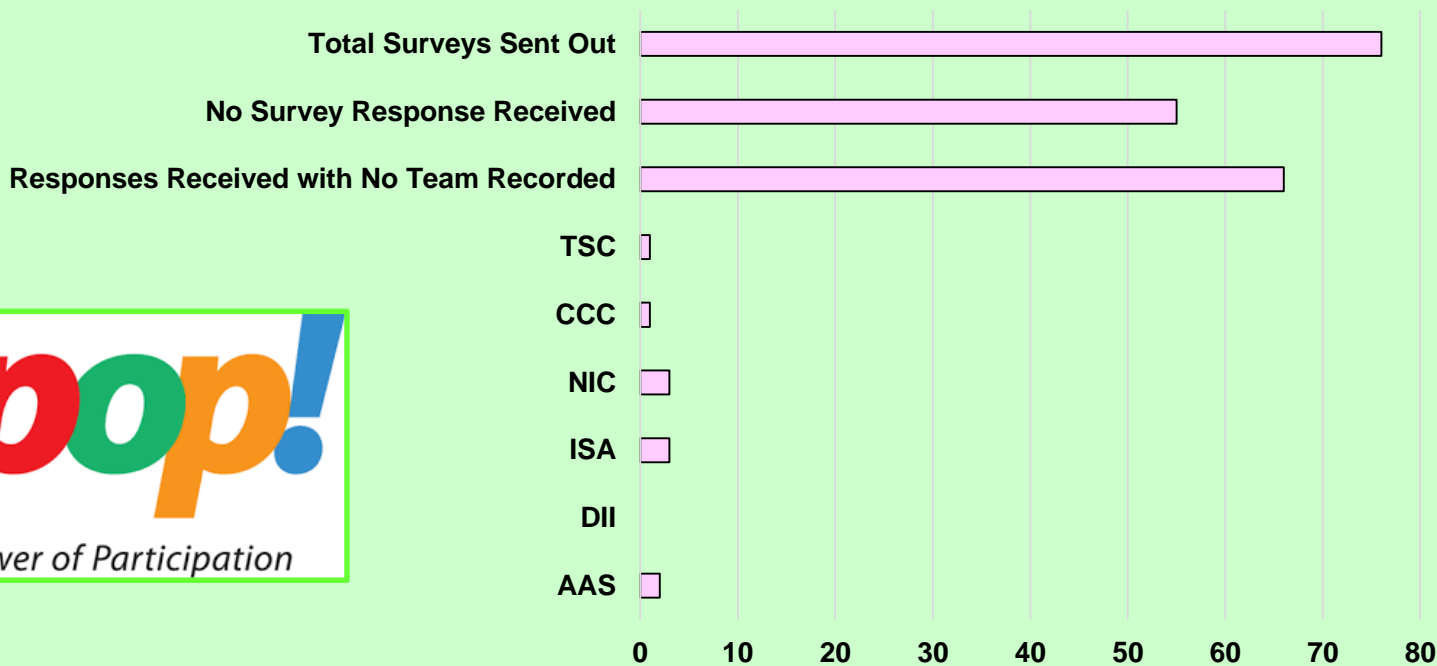
Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .



Employee Satisfaction Response Numbers



Employee Satisfaction Survey Results Team Submissions - February, 2018





Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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

January Comments and TPAC Responses:

1. Why does TSC get all the manual labor for the other departments. Can they not do their own work? Why is it when other departments need bodes, TSC is there to helpem. But when TSC needs bodes, the other departments do not send anyone? All the do is tank you when TSC helps! How about some gift cards or a nice lunch at a restaurant instead of a thank you certify! Those department heads makes 6 figure they afford it!

TPAC RESPONSE

TPAC recommends an appreciation luncheon, breakfast or possibly snacks (potluck) that we can bring over to the two TSC locations to show appreciation. TPAC values and feels that the technicians are the hands and feet of Technology Services. They are our front line support with the customer. We have done several events that TSC has not been able to participate in. TPAC also recommends that a technician from the Falcon TSC sit on TPAC. We have a representative from Holmsley TSC.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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

January Comments and TPAC Responses Continued:

2. I like the Chili cook-off ideas because it makes me feel part of a team.

TPAC RESPONSE

TPAC agrees and recommends that this be an annual event. TPAC recommends possibly another team based event (next year) similar to the chili cook-off (team competitive event).

3. When using the Labs in ISC-West it would be helpful if the Promethean Board was left plugged into a computer and ready to use.

TPAC RESPONSE

The ISC technician has been asked to check the labs as part of their routine. If you have special needs, please submit an Lsupport ticket prior to the class.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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January Comments and TPAC Responses Continued:

4. Training labs – I am sure everyone is getting tired of this same item. We see that the old Lab3 is full of boxes. I never see anyone in there during the year. What I do see are groups using the computer labs as conference rooms. On Monday, Feb 26 – lab 2 was a mess! Teacher tool did not even have a power cord. Board was moved to another part of the room. Touch screen didn't work unless it was on HDMI 1 or 2. We had it on HDMI 3. I still don't know why that makes a difference. There's no directions on what HDMI we should be using. The setup is horrible. No one has room to write any notes while sitting at a crowded table. Two computers are facing (what I call) the front of the room. 1 faces the opposite way. When presenting the users don't even use those computers because they would have to turn around and not see the computer screen. Not being mean but this is not an efficient setup. We called the help desk but we don't know who to call for help. Sometimes the labs are locked and we have to ask the group across the hall for a key, but I don't think they are the ones we are supposed to ask. HELP!

TPAC RESPONSE

Lab 3 is operated by Instructional Technology. We do not control the items that are stored or staged in that room. Scheduling of Lab 3 is also through Instructional Technology. We have someone who is designated to check the labs (1 & 2). A reminder email to him or ticket would be helpful. TPAC recommends a department email with contact process for the lab technician. TPAC will brainstorm ideas and propose a recommendation to department management to arrange the labs so they are more functional.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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

No February Comments were received.

Update

TEAM BUILDING ACTIVITIES:

Technology Services Chili and Salsa Cook-Off on March 9th was a big success. We have had many, many positive comments. Also, we had many positive comments about the ice cream/float/shake Chili team.

Watch for emails regarding UPCOMING activities:

Date TBD: Breakfast Come and Go – This would be a pot luck breakfast event. TPAC recommends this become the TSC appreciation event for technicians.

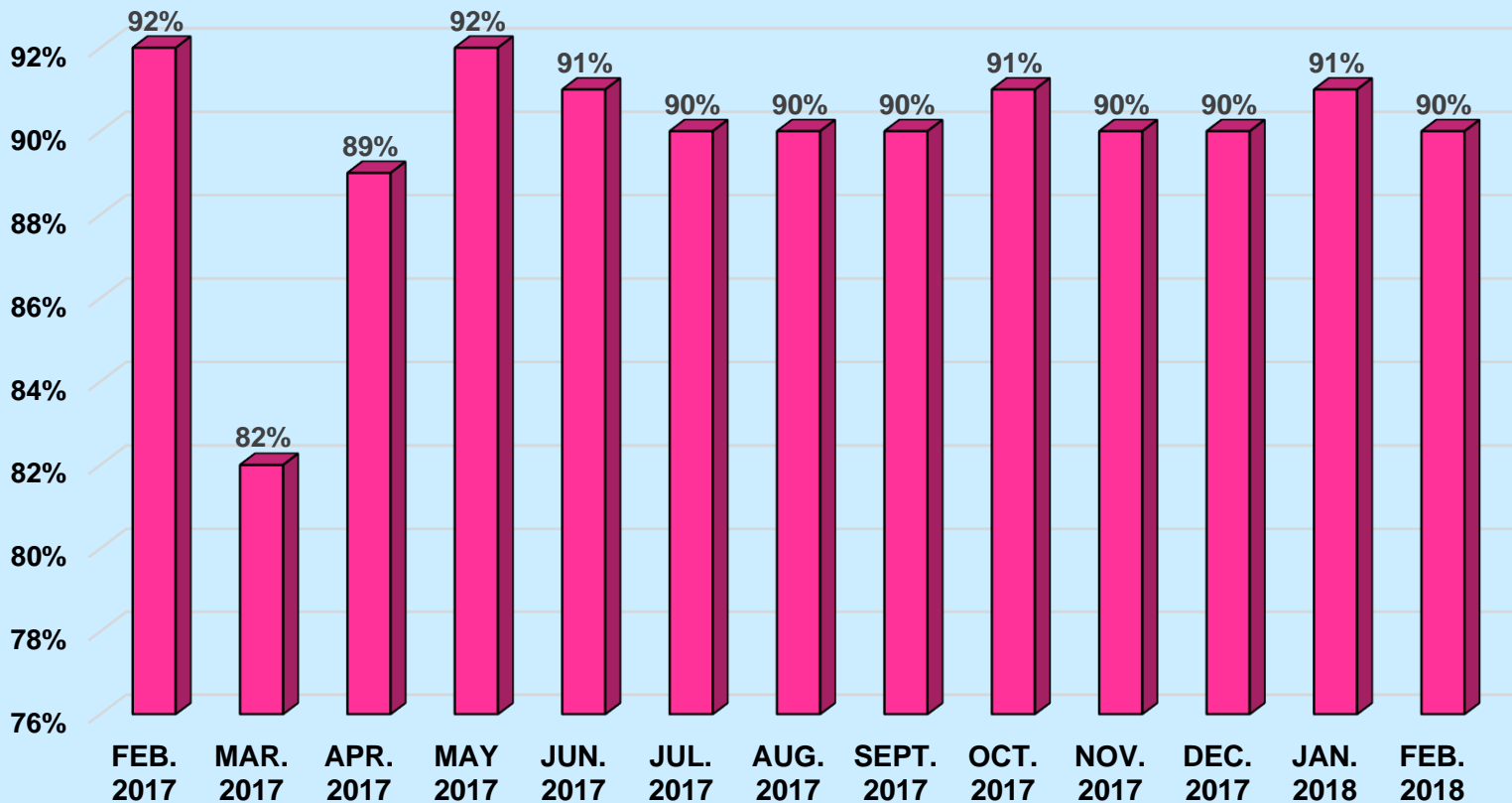
Date TBD: Escape Room – TPAC recommends that we look at this for next year.



Employee Satisfaction Annual Summary



EMPLOYEE SATISFACTION SURVEY RESULTS OVERALL SATISFACTION FEBRUARY, 2017 - FEBRUARY, 2018



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