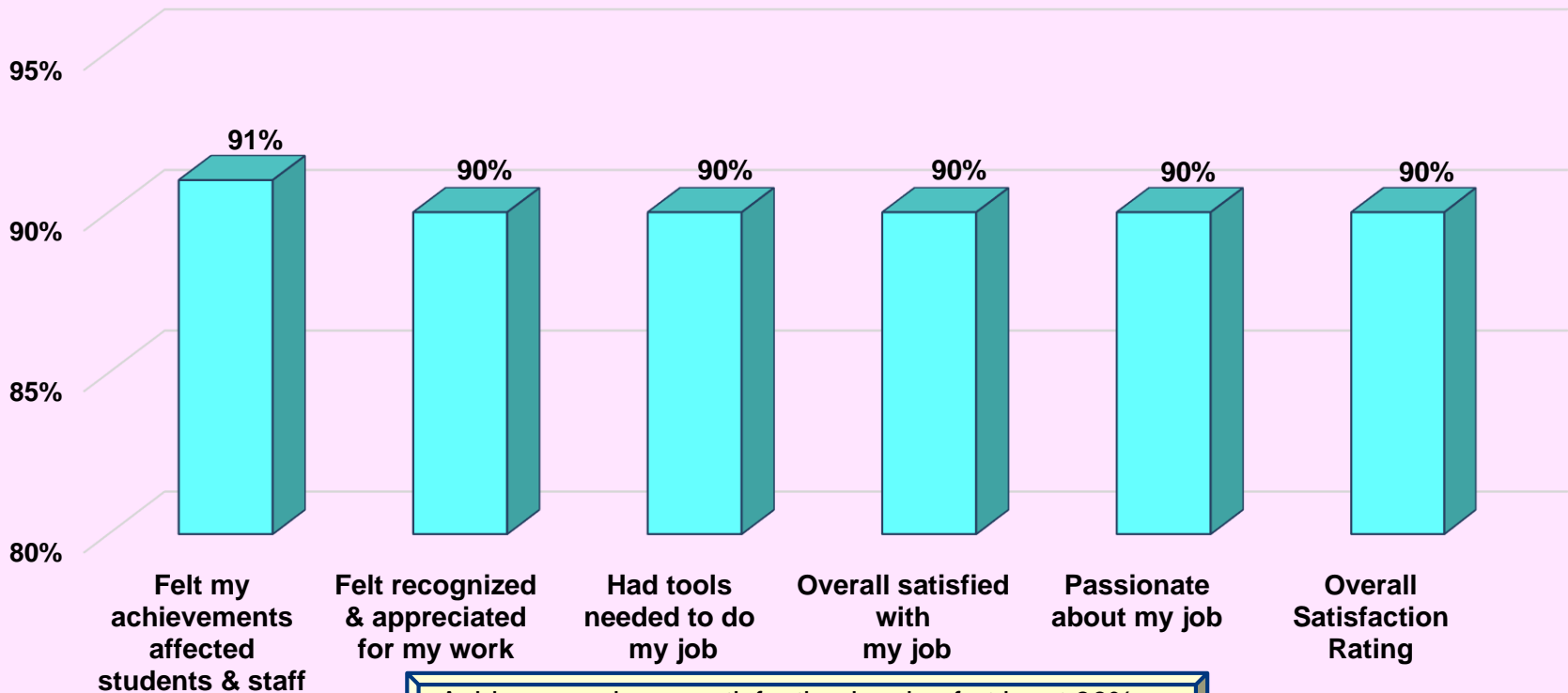




Employee Satisfaction



EMPLOYEE SATISFACTION SURVEY RESULTS MAY, 2018



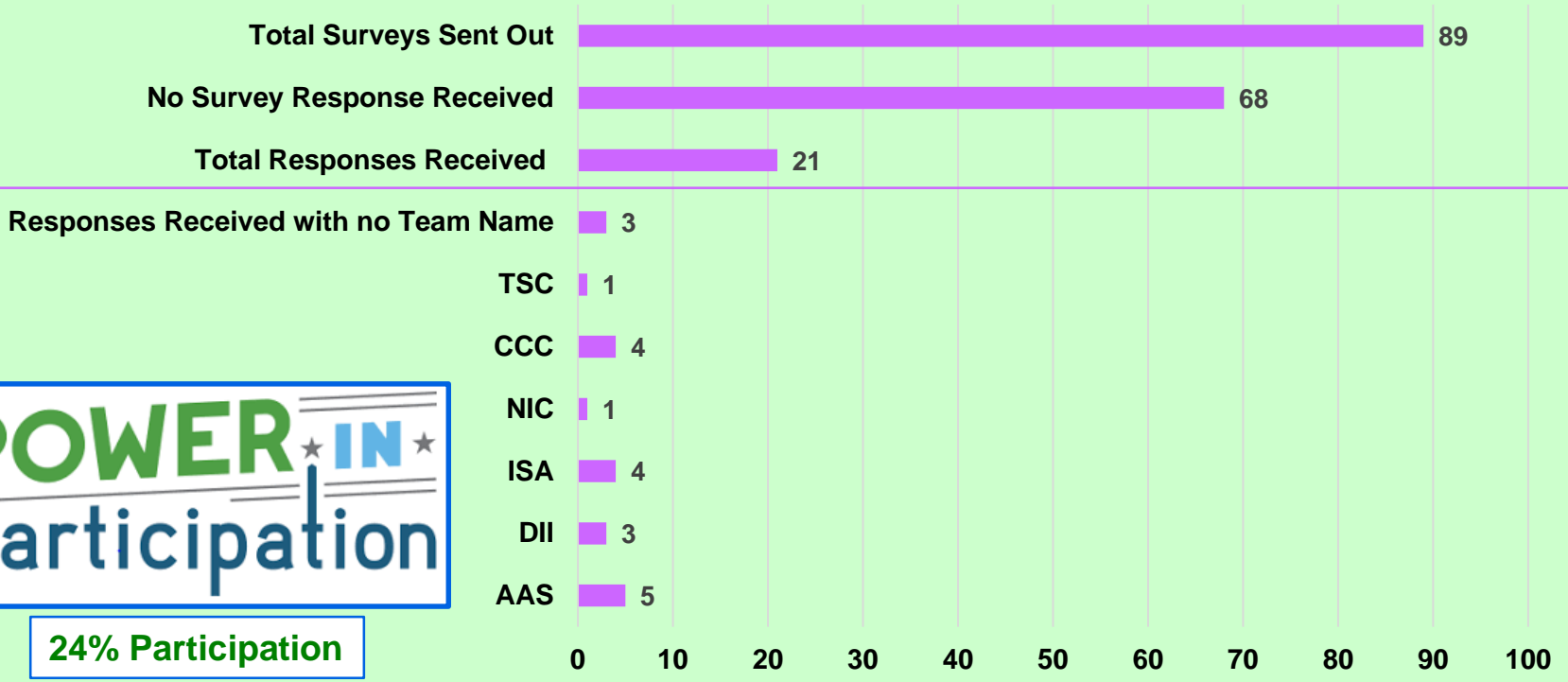
Achieve employee satisfaction levels of at least 90% as measured by monthly employee satisfaction surveys .



Employee Satisfaction Response Numbers



Employee Satisfaction Survey Results Team Submissions - May, 2018



24% Participation



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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

May Comments and TPAC Responses:

1. The DII team has really been great to work with this past year. They are always helpful and understanding. If we need their help on campus they are quick to respond.

TPAC RESPONSE

TPAC recognizes the positive teamwork of the DII team.

2. It would have been nice had a little more planning went into the password reset situation. That created more than double the work it should have and people who never before accessed things like email and the EAC were terribly confused and shaken. Most places I've worked will do a change management request before throwing a change out live on the server, as well as creating the necessary documentation to instruct users what they need to do.

TPAC RESPONSE

This was a security measure that the department took. Moving forward, TPAC recommends that we use this as a "lessons learned" opportunity to improve the customer's experience for similar changes (both internal and external of the department). TPAC recommends a published process for critical changes which could include training or hands-on support for CFISD staff that do not have daily access (such as bus drivers or food service staff).



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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

May Comments and TPAC Responses Continued:

3. I think there are a lot of intelligent, hard working, and good hearted people in information technology, and I am happy to be part of the team.

TPAC RESPONSE

TPAC agrees that we have a highly qualified team that can positively impact CFISD students and staff.

4. The CCC team handled the onslaught of calls like professionals despite being shorthanded and not having all of the information needed from the start of the ordeal.

TPAC RESPONSE

TPAC applauds the hard work and dedication of the CCC staff. They are often our first line of support for the customer.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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May Comments and TPAC Responses Continued:

5. If you are going to make changes to passwords en mass, please lay out a plan ahead of time to mitigate the kind of train wreck we saw at CCC. Also if you are going to move a member off of phones to work with another department, create a new position and move them. Leaving the call center shorthanded especially when the call numbers skyrocket from 250 to 900 seems disrespectful to those that are dealing with phone calls

TPAC RESPONSE

TPAC recommends that the critical change process address high volume needs.

Thank you for
your comments.



Employee Satisfaction Survey Comments & TPAC Response



Technology Personnel Action Committee (TPAC)

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

Update

Kick-off



TEAM BUILDING ACTIVITIES:

Organization of the Technology Services Departmental Kick Off meeting for the 2018-19 school year has begun. This will be held in the second week of August. We will follow the same format as last year with a full day of staff development, including district updates and a guest speaker. Breakfast and lunch will be served. Details will be sent out via email calendar invite.

As we have in the past, Technology Services will present the Performance Excellence Award. We are also adding a couple more recognitions!

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! ★



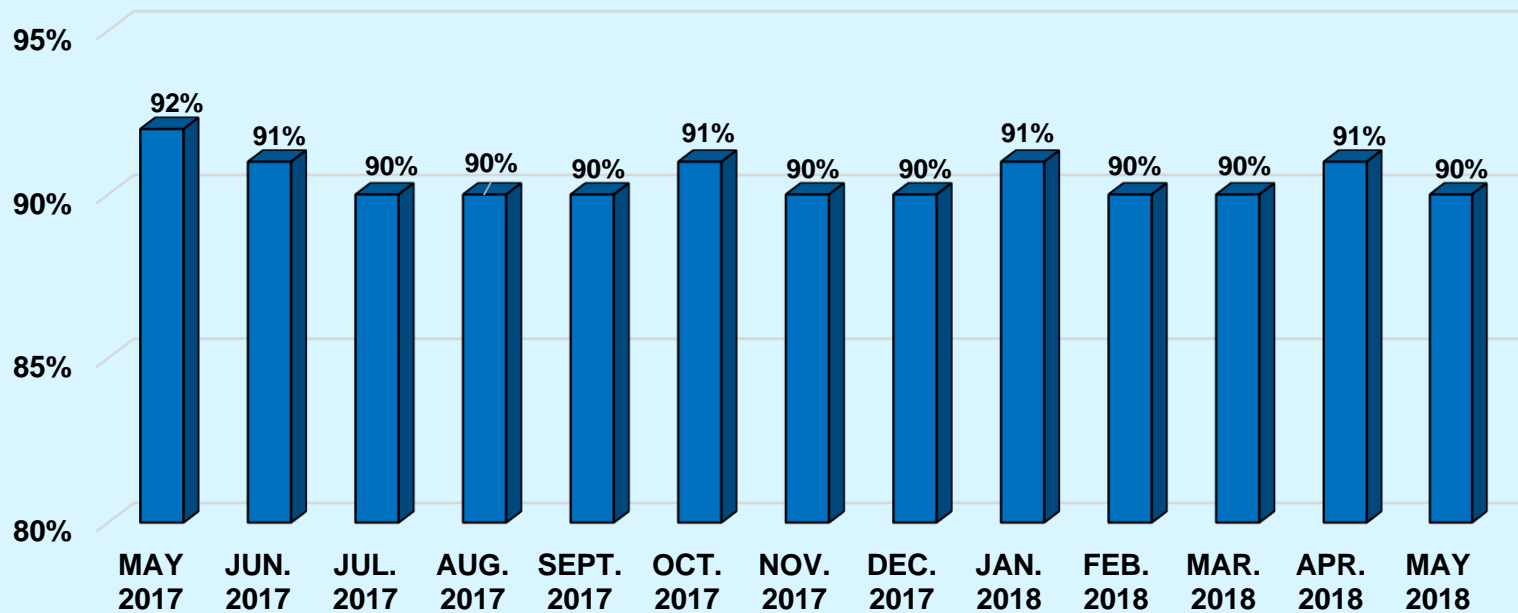


Employee Satisfaction Annual Summary



EMPLOYEE SATISFACTION SURVEY RESULTS

OVERALL SATISFACTION MAY, 2017 - MAY, 2018



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