



Thank you Technology Services Staff!

Frankie thanks **John Crumbley and his team** for working to bring the family mobile app up! It is now available to all parents and students. Parents can now support their kids by having immediate access to their grades, attendance, class assignments, etc. The feedback has been fabulous! John is also working to get the Campus Admin App released to assistant principals. This will give administrators the ability to look up information on students, as well as the ability to enter discipline referrals! John's enthusiasm for this project is contagious and I appreciate it. There is no limit to your awesomeness 😊 - Frankie

I want to thank **Frank Adian and Doug Baker** for leading the team of service technicians that delivered the 135 units to 61 campuses for the hearing impaired equipment. Thanks for the great job. Jay Johnson





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THANK YOU!

Frankie also thanks **Jennifer Miller** for developing a systematic method for measuring technician performance. She developed an automated algorithm to measure technician's performance! By extracting data from iSupport, she created a process to analyze service request response time (how fast), magnitude (how many), and customer satisfaction (how good). If that isn't enough - she also developed a process to manage customer feedback in a more systematic way to assure all improvements are tracked to closure. Thank you Jennifer! Your level of expertise in performance excellence continues to amaze me every day. When it comes to making an impact – you rule!

Mike Mattingly has been such a wonderful teacher recently. Mike, I appreciate the patience as I continue to learn! Coni Schelnick



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Frankie thanks **Larry Barrios** for working with Becky Cook and the Math department to find a solution to play videos from Google Play in outdated computers using the Internet Explorer browser IE 9. Larry offered his help and support when staff was frustrated and feeling pressured. Having the videos available for teachers, parents, and students – after hours – helps students work through complex math problems. The math department was complimentary of Larry's attitude and support. He always makes me proud! - Frankie

THANK YOU

Mike Raspet, Ken Gibson, Lance Melancon, and Richard Hoffman who came in very early to move the Cognos servers to Row B in Data Center 3 to allow the data center upgrade to continue. Greg Rhodes



Thank you Technology Services Staff!

Thank you **Dorothy** for the excellent work you did with your Key Process Documents. Because of your dedication and hard work, we are assured of our business continuity. Hurry Back! We already miss you!
John Crumbley



Frankie appreciates **Jay Johnson** and his team! Kim Bowlin provided outstanding support in preparing for the September board package with Interactive Display Boards, and Printer/Copier RFPs; both of which are on the agenda. Few realize the tedious work involved in the scoring and writing of explanations – in preparation for board agenda items. Also, Leonard Chance’s team worked at Woodard to help staff install and configure new equipment. The professionalism of him and his team is “over the top.” – Thank you for all that you do -
Frankie



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Frankie is grateful to **Paula Ross** for working to develop alternative and strategic methods in bringing up the wireless dense deployment at the high schools. She spent countless hours in meetings and in conferences carefully going through systems trying to get the Bond infrastructure upgrades done FASTER. By asking why not? And being specific about how long? We have an alternative plan that will make wireless services available sooner. I appreciate her calm demeanor and humor during this very stressful time! – In case you don't know it – you are kind of a big deal! - Frankie

Doug Baker has such a funny sense of humor! Thanks for making my day with your witty answers. Lei Lani Natale

Frankie has two words for **Katie Hernandez** – ENDLESS GRATITUDE! - My appreciation spans from you critiquing every line item of the bills to going to get lunch – you are what making a difference in my day looks like. Thank you!

THANK YOU !



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Frank Adian is so awesome! He helped make a stressful day turn out so much better, assisting with replacement equipment and parts that I obtained from the shop for my teachers and students. Big Thank You for your excellent service. Lei Lani Natale

I am taking a moment out of my day to stop and tell each of the **Service Technicians** thank you. Thank you for your patience, your questions, your concerns, your challenges, your suggestions, your knowledge and your experiences for they are greatly appreciated and very much welcomed. Each of you have, and still are, teaching me greatly. When you feel as though you are not making a difference....think of me for you are making a difference in me. I am happy to have the opportunity to serve you and assist you in what you do. Ingrid Morassini

