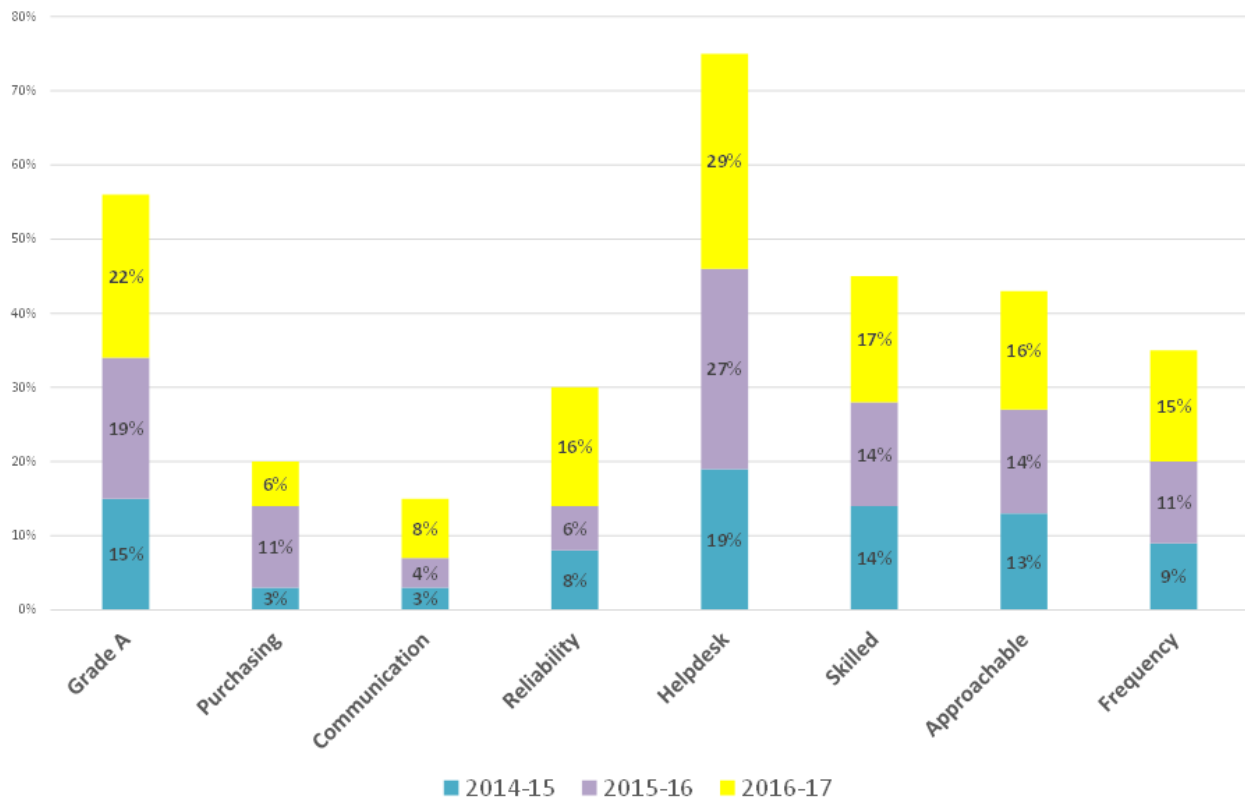


I.T. Services

2016-2017 Customer Satisfaction Survey Results with Comments

Thank you for participating in our annual customer satisfaction survey.

I.T. Services Department % Improvement from 2013-14



Coming Soon!

- Newly restructured budget!
- Windows 10 and Office 2016!
- Wireless network upgrade to AC rated access points increasing speed/performance!
- Technology Partnership Program for incoming 9th graders!
- Teacher PC upgrades!
- Samsung Chromebook Replacements!

I.T. Services Links:

- [Website](#)
- [Tweets](#)
- [Roadmap](#)
- [Purchasing Guidelines](#)
- [Policies, Forms, and Staff Goodies](#)

Customer Survey Results

FAQ Response

Q – Can we get a technician in our building more often?

A – We'd love that as well! Currently we cover all nine buildings with 4.5 FTE. Due to the increased rate of new technologies being implemented, we are working on a way to possibly add staff and/or restructure our support model to increase our effectiveness. Good things to come!

Q – Why does it take so long to get new equipment?

A – We recently changed the budget process and we are moving from a building-level budget to a district-level budget upgrade process. As such, we plan to upgrade all teacher SmartBoard PC's this summer. The upgraded PC's will include solid state hard drives for faster login/file open/file save and 8GB RAM for faster data processing. Most importantly, going forward we will have the means to upgrade equipment on a more timely basis.

Q – Why is the network so slow?

A – We believe the perception of the network being slow is directly related to the age of the devices. With our budget being restructured, we will have more control over when the equipment is refreshed and ultimately hope this will eliminate this issue.