

## Q10 What technology services are we doing well?

Answered: 193 Skipped: 179

#	Responses	Date
1	Requests and repairs are handled unbelievably quickly! Mark Vance and Spencer Van Haaften are unfailingly patient and kind when helping me with things I should probably know how to do myself.	5/26/2016 3:29 PM
2	Great access to wifi and lots of labs for students to use.	5/25/2016 12:29 PM
3	Responding immediately to help desk tickets. Training offered appropriate to district needs.	5/25/2016 9:05 AM
4	Everything. I would love it if all aspects of our district functioned as effectively as you guys do.	5/24/2016 3:10 PM
5	Timely and knowledgeable. Great to work with!	5/24/2016 11:06 AM
6	Everything! Great job -- thanks :)	5/24/2016 7:58 AM
7	quick and accurate. Always had requests completed quickly.	5/23/2016 10:21 PM
8	I feel like I barely submit a work order and instantly someone is in my room fixing it. They are always very helpful, courteous, and approachable. I appreciate being able to put in a work order or email Mr. Vance and having my issue completely addressed. An example is when my projector was so dim that students couldn't see it. The bulb was replaced and that didn't fix it. So then they swapped out my projector with a projector that someone else didn't want. While it wasn't 'perfect', it was a step up. Now with our new systems that were recently installed, I can say it's perfect! The students even brag about how nice it is to other classes that don't have it yet. THANK YOU for being so quick and knowledgeable...but also for not making staff feel like it is an inconvenience to assist us.	5/23/2016 8:01 PM
9	Keeping up with service calls and tech.	5/23/2016 6:35 PM
10	Fast service	5/23/2016 1:45 PM
11	Outstanding support and training from Jackie Neuberger! She did an outstanding job training Google and InTouch Receipting. Technicians did a nice job ordering and installing equipment for InTouch Receipting. The Business Office receives prompt and courteous service, every time we need technology support. Thank you for a job well done!	5/23/2016 1:35 PM
12	I work with Karl Sunderman and he is wonderful and is able to understand what I need. Also Jackie Neuberger is the best.	5/23/2016 12:55 PM
13	repairs, updates	5/23/2016 12:17 PM
14	I think the department is excellent. I love the teacher training that is provided. Jackie listens and helps all. She has an amazing gift in teaching others about computers. Whenever I have had computer troubles, a tech is out quickly. I think this department is amazing! Thanks for all you do!	5/23/2016 11:21 AM
15	Much improved communication with the new work order system.	5/23/2016 9:31 AM
16	Repair.	5/23/2016 8:04 AM
17	Very responsive. I am impressed with long term planning.	5/23/2016 6:40 AM
18	Everything! Internet is more reliable, the quality and quantity of technology are ever-improving, the staff continues to be very responsive, helpful, and supportive.	5/21/2016 1:44 PM
19	Very courteous and work orders are directed in a timely manner.	5/21/2016 9:54 AM
20	Mark Vance has been amazing. He was very helpful during the ELPA 21 testing. Whenever I need help, he doesn't make me feel dumb or inadequate. He takes the time to help and explain things that a non-techie can understand! Thanks Mark!!!	5/21/2016 6:35 AM
21	Carl is the man.	5/20/2016 1:11 PM
22	I have dealt with mostly Jackie and Scott, and I feel they have been very good to answer my questions and to give help when needed.	5/20/2016 1:06 PM
23	I only have had positive interactions with technology in our district.	5/20/2016 12:52 PM
24	tech helpline is great, gmail transition was good, the tech hub is a great idea	5/20/2016 12:41 PM

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25	help	5/20/2016 12:31 PM
26	Everything...from top to bottom and everything in between...we are forever grateful for the fast responses and friendly help we get!	5/20/2016 10:24 AM
27	Brian, Jackie, and Carl are knowledgeable, informative, and considerate of the needs and opinions of others. They do excellent work.	5/20/2016 10:18 AM
28	Service for the 1:1's and technology for the junior highs is going well.	5/20/2016 9:59 AM
29	The tech department responds very quickly whenever I needed them!! :)	5/20/2016 9:51 AM
30	I love using the help desk tickets for tech issues. The response time is so quick which allows me to continue on with my day without much disruption.	5/20/2016 9:13 AM
31	They understand the need for technology and then work hard to get students access to the technology. Great communication. Accessible. Fast response (usually same day) to tech order requests.	5/20/2016 8:13 AM
32	Timely assistance when we have problems.	5/19/2016 9:58 PM
33	My computer got repaired the same day I reported it. Carl Sunderman is awesome.	5/19/2016 5:28 PM
34	Work request was handle very quickly and checked in after fixing it.	5/19/2016 4:28 PM
35	Have always been very timely in responding. Very helpful.	5/19/2016 4:11 PM
36	Communication about what you'e doing. Amazing job at responding to any issues we might have with tech.	5/19/2016 4:05 PM
37	I love the tech team! They are super kind, knowledgeable and fast with work orders!!	5/19/2016 3:17 PM
38	I love them - very helpful. Extra nice!	5/19/2016 3:03 PM
39	Keeping programs/software up to date	5/19/2016 2:57 PM
40	Jackie has been providing classes that have been very helpful to me. She gives us easy to read handouts that I can refer to when class if over. She does an excellent job of making all technology information easy to understand. I appreciate her ability to "teach" information.	5/19/2016 2:43 PM
41	Answering questions in a timely and effective manner.	5/19/2016 2:28 PM
42	I am constantly amazed at how quick and efficient Carl S., is when it comes to anything I need. He is a very valuable asset for out building! I've also enjoyed all the classes I've taken with Jackie N. She is really helpful and a great teacher.	5/19/2016 2:23 PM
43	keeping up with repairs.	5/19/2016 1:59 PM
44	I appreciate the customer service provided by our tech people when they come to my building to assist with tech issues.	5/19/2016 1:53 PM
45	Every request I have made has been handled quickly, efficiently and resolved beyond my expectations. Each member of the Tech Dept has been friendly and professional (and Adam, who isn't listed above, has been a great addition to the team!). Thank You for all you do!	5/19/2016 1:41 PM
46	Work efficiently	5/19/2016 1:38 PM
47	Responsiveness to our needs. This area of our district is absolutely incredible. A++	5/19/2016 1:35 PM
48	I think you are all awesome!	5/19/2016 1:18 PM
49	fixing problems!	5/19/2016 1:16 PM
50	Prompt service	5/19/2016 12:59 PM
51	I really appreciate being able to call with a question and being helped while on the phone! Spencer and Mark have been very helpful.	5/19/2016 12:33 PM
52	Courteous and communication is so wonderful.when staff comes into assist me in the classroom (usually AV issues)they are always so very patient with problem solving and never make me feel inadequate,even when an issue is user error.	5/19/2016 12:30 PM
53	Work orders	5/19/2016 12:26 PM
54	Work order timeliness is great. You guys are always right on top of those. Very appreciated!	5/19/2016 12:11 PM
55	Everything, very knowledgeable and kind.	5/19/2016 12:02 PM
56	Quick response time to issues.	5/19/2016 11:58 AM

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57	Quick service and always helpful with whatever I need	5/19/2016 11:58 AM
58	Efficiency and effectiveness.	5/19/2016 11:55 AM
59	EVERYTHING!!!!	5/19/2016 11:52 AM
60	Setting up laptop and printers for me.	5/19/2016 11:36 AM
61	Great access!	5/19/2016 11:31 AM
62	Minimal downtime during heavy usage	5/19/2016 11:27 AM
63	Quick fixes when a problem arises	5/19/2016 11:19 AM
64	ALL - We consistently receive exceptional service at VSW. Thanks for providing us the opportunity to give feedback!	5/19/2016 11:12 AM
65	Help desk tickets are completed in a timely manner. The techs are always very helpful and friendly. They will help staff members even if they haven't written a help desk ticket.	5/19/2016 11:10 AM
66	Very prompt when there is a problem	5/19/2016 11:09 AM
67	Everything! You guys are quick, friendly, helpful, and not the slightest bit snotty when the problem turns out to be fairly stupid!!!	5/19/2016 11:02 AM
68	Everyone is very nice to work with. Our needs are addressed quickly and thoroughly. You communicate very well and keep us up to date when problems arise.	5/19/2016 11:02 AM
69	Responding to help tickets, servicing devices, getting more tech out to the buildings	5/19/2016 10:56 AM
70	keeping us informed	5/19/2016 10:52 AM
71	The speediness of technology work orders is amazing!	5/19/2016 10:40 AM
72	Help with problems as they arise.	5/19/2016 10:34 AM
73	all	5/19/2016 10:31 AM
74	Tech support. We are fortunate to have Carl in house and available to us whenever a situation arises. He's quick to respond and works hard to make sure all of our questions are answered. He does an OUTSTANDING job!	5/19/2016 10:28 AM
75	And...Wow...how quickly repair issues are addressed!!!	5/19/2016 10:28 AM
76	Updating tech, adding tech, turnaround time on tech problems, the kindness and helpfulness showed by the techs that generally come to service our computers and ipads or collect our Chromebooks for repair	5/19/2016 10:12 AM
77	Network management; hardware support, IC support, PD for staff	5/19/2016 10:09 AM
78	I have had a couple miscues with technology and it has always been finished and repaired within hours.	5/19/2016 10:07 AM
79	Fixing current technology and making improvements as money allows.	5/19/2016 10:06 AM
80	All .... I appreciate how on top of tech our district is. Thanks!	5/19/2016 10:03 AM
81	The response times on work orders submitted are amazingly quick. The technology staff that I've come into contact with have always been helpful and accommodating!	5/19/2016 9:57 AM
82	Everyone is great! All of the techs are so friendly and communicate with us very well. Brian and Jackie are always great communicators with the district as a whole. You're my favorite department, tech team!	5/19/2016 9:53 AM
83	Immediate service when priority is high - so awesome!	5/19/2016 9:46 AM
84	Assisting us in a timely manner and providing us with the necessary technology to better suit our students.	5/19/2016 9:31 AM
85	I want to extend a special thank you to Jackie Neuberger and Mark Vance-both of whom really go out of their way to make sure we have the technology required to do our jobs. Jackie's patience and understanding of our need through the In Touch transition was immeasurable.	5/19/2016 9:24 AM
86	When I put in a work order, it is taken care of quickly! Love Jackie's practical classes.	5/19/2016 9:22 AM
87	Support for technology in the classroom, PD, and technology updates and increased technology for students and staff.	5/19/2016 9:21 AM
88	The technology services promptly address the technology needs within the building. The grade level classrooms are provided with technology to support learning. The technology staff is wonderful to work with!	5/19/2016 9:14 AM
89	I always receive a quick response on work requests, technicians are always patient and helpful with my level of technology expertise!	5/19/2016 9:14 AM
90	Email, using Google docs	5/19/2016 9:14 AM

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91	When I ask for help, it is almost instantaneous. You almost know what's wrong before I ask.	5/19/2016 9:10 AM
92	Help Desk tickets are resolved SO quickly! Love this system!	5/19/2016 9:05 AM
93	Very helpful when I am having technology issues. Everyone is very helpful and resolves issues very swiftly.	5/19/2016 9:04 AM
94	informed in a timely manner about any outages help desk gets back in a timely fashion as well provide help quickly during workshops or whole group	5/19/2016 9:01 AM
95	I feel like Carl does a great job fixing things immediately when they are not working. He is always so positive too!	5/19/2016 9:00 AM
96	Always friendly and knowledgeable.	5/19/2016 8:58 AM
97	The turn around time to fix technology is great.	5/19/2016 8:57 AM
98	They are extremely easy to work with and diligent about getting things fixed or handled quickly and effectively.	5/19/2016 8:54 AM
99	Jackie is excellent at teaching classes. The tech group also does a great job in coming to our rescue fast and efficiently.	5/19/2016 8:52 AM
100	Having Carl at Valley full time is a real lifesaver - He is always aware of issues going on and not only fixes problems as they arise but is proactive about our future needs.	5/19/2016 8:51 AM
101	You RULE!!!! thanks for all your help this year and thanks for always being kind when I was challenged....which was all the time!!!!	5/19/2016 8:51 AM
102	I learn something every time I talk to Jackie!	5/19/2016 8:51 AM
103	I really appreciate the updates such as the new iPads and new Chromebooks!	5/19/2016 8:50 AM
104	Carl does a fantastic job of getting things done in a timely manner.	5/19/2016 8:49 AM
105	I appreciate the quick responses when I need help.	5/19/2016 8:48 AM
106	This department is very responsive and helpful whenever issues arise.	5/19/2016 8:43 AM
107	They come in a fix my stuff in a timely manner usually within the next day or that same day.	5/19/2016 8:43 AM
108	Response time for help tickets has been AMAZING this year! Even with having 1:1 student technology, my students typically have their Chromebooks back in their hands within a day. I've also appreciated the extreme patience shown to me when I put in multiple requests for the same "issue" and when the tech shows up, of course there is no problem!	5/19/2016 8:42 AM
109	Working with teachers to help better our classrooms.	5/19/2016 8:40 AM
110	classroom Chromebooks + maintenance	5/19/2016 8:39 AM
111	I have had a couple of problems that were addressed quickly and efficiently.	5/19/2016 8:39 AM
112	Very prompt with handling work orders. Like the new web sites. Great communication to the buildings about what has happened and will be happening.	5/19/2016 8:36 AM
113	I love the tech hub - it is a great central location for all things tech. Thank you for making that happen!	5/19/2016 8:36 AM
114	support, problem solving	5/19/2016 8:35 AM
115	I never feel silly for asking questions or not knowing how to do something. You are always nice and helpful. If I had to fix something on my own, it may never get done.	5/19/2016 8:34 AM
116	communication	5/19/2016 8:33 AM
117	Carl does a wonderful job of addressing both staff and student needs. He is knowledgeable and has a positive attitude.	5/19/2016 8:31 AM
118	Jackie Neuberger rocks at resolving issues - she is very knowledgeable.	5/19/2016 8:31 AM
119	The staff that I have interacted with such as Mark and Marc, Jackie, and Spencer have always been OUTSTANDING. Their patience, guidance, humor, and knowledge has really helped me utilize technology effectively for best practice in all curriculum areas. I think they should be home-based at my school, Hillside!	5/19/2016 8:30 AM
120	Jackie Neuberger is instrumental in bringing information to the building level and with support for every day real technology questions and issues. I appreciate her very much. Carl does a great job assessing problems and quickly helping us to stay productive when problems arise.	5/19/2016 8:29 AM
121	Everything!	5/19/2016 8:28 AM
122	We are very lucky to be so well-supported in the area of technology! Thank you!	5/19/2016 8:25 AM

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123	they respond quickly to service request	5/19/2016 8:17 AM
124	All services are doing well.	5/19/2016 8:17 AM
125	Work orders are addressed in a timely manner and I have everything I need to keep my class running smoothly.	5/19/2016 8:15 AM
126	I am very impressed with the technology staff. The techs that come to the building are always friendly. Jackie is a star!!! She is such an excellent instructor and timely on any help I have asked for. Brian is very good at explaining the big picture in layman's terms. Kudos to you all!	5/19/2016 8:14 AM
127	Carl Sundermann has permanent job security! He is our go to guy at VHS, and always promptly responds to questions and work orders (often submitted via a panicked phone call or email!)	5/19/2016 8:14 AM
128	Communication and quick response to work orders!!!	5/19/2016 8:13 AM
129	Everything!!!	5/19/2016 8:13 AM
130	Responsiveness to work orders and understanding a teacher's schedule. Very impressed with everyone! So appreciative of the effort and patience I've received when I've needed assistance.	5/19/2016 8:11 AM
131	respond to questions and fixing computers.	5/19/2016 8:11 AM
132	I think the network is very well run and I like how responsive Karl is at Valley High School.	5/19/2016 8:08 AM
133	VERY timely when help is needed!	5/19/2016 8:08 AM
134	prompt response time	5/19/2016 8:08 AM
135	Prompt responses to requests.	5/19/2016 8:07 AM
136	You always respond very quickly to tech issues, thank you!	5/19/2016 8:06 AM
137	Everything!	5/19/2016 8:05 AM
138	Submitting help tickets is easy, which I appreciate.	5/19/2016 8:05 AM
139	Keeping it working efficiently!	5/19/2016 8:04 AM
140	Spreading technology at a steady rate throughout our building, both in quantity and quality. A continuous process of upgrading, of you will.	5/19/2016 8:02 AM
141	Anytime something is broke, it is fixed right away.	5/19/2016 8:02 AM
142	fix-it ticket system is great patience with people who have dumb questions	5/19/2016 8:01 AM
143	You folks are doing a FABULOUS JOB. You really need to be thanked over and over for all that you do! When ever I place a work order or request something special, your entire department responds appropriately and effectively. I really believe that you are one of the top departments in the state!	5/19/2016 8:01 AM
144	Tech help - Chromebook issues for students	5/19/2016 8:01 AM
145	You take care of business! Very timely, informative and always willing to help! Thanks for all you do!	5/19/2016 7:57 AM
146	The techs are always helpful and courteous.	5/19/2016 7:55 AM
147	Many thanks for all your work. "WORK ORDERS" was a very efficient and helpful way to handle problems. :)	5/19/2016 7:55 AM
148	I love the Tech Updates. Please keep sending those! very informative	5/19/2016 7:53 AM
149	everything!	5/19/2016 7:53 AM
150	I think that the tech department does a great job with responding to issues in a timely manner and making sure I understand what the problem is and how it's resolved. I wish all our departments could be as efficient!	5/19/2016 7:53 AM
151	Great job fixing technology in a timely manner.	5/19/2016 7:52 AM
152	The repair service.	5/19/2016 7:51 AM
153	customer service, response to concerns, knowledgeable	5/19/2016 7:50 AM
154	Jackie is a life saver! I don't know what I would do without her!	5/19/2016 7:47 AM
155	timeliness	5/19/2016 7:47 AM
156	The technicians are the strength as they do a good job keeping the trains running on time, and do it in a friendly manner.	5/19/2016 7:46 AM

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157	Whenever I put in a work order, a tech is very fast to respond to my problem. I've been very happy with their effectiveness.	5/19/2016 7:45 AM
158	Informing and assisting when needed	5/19/2016 7:45 AM
159	You guys are FAST! Wow! I am always so impressed when I put in a help ticket. I can't believe that it gets done so quickly! I wish everything in the district ran as smoothly as you!	5/19/2016 7:44 AM
160	Timely service	5/19/2016 7:44 AM
161	I appreciate receiving updates and appreciate that important items can be found on the district website.	5/19/2016 7:43 AM
162	Providing assistance in a timely manner. All of you are very respectful when spoken to. Thanks for all that you do.	5/19/2016 7:41 AM
163	fast service	5/19/2016 7:36 AM
164	Responding to work tickets	5/19/2016 7:36 AM
165	ALL!	5/19/2016 7:34 AM
166	work order system. working with Berg. Updating of machines, technology, etc.	5/19/2016 7:31 AM
167	Great attitude, friendly, and they are a real asset to our district.	5/19/2016 7:26 AM
168	I really appreciate the way Jackie shares information - she makes it easy to understand and is very patient. Her handouts are also very helpful. I am always glad to take classes in which she is the instructor. I know it will be worth my time and I won't be frustrated.	5/19/2016 7:26 AM
169	Whenever computers in the pod are not working I can count on them being repaired right away	5/19/2016 7:24 AM
170	Response to issues is incredibly timely and the staff are highly knowledgeable.	5/19/2016 7:18 AM
171	Great communicators and usually very quick.	5/19/2016 7:18 AM
172	Keep doing what you're doing: You have A LOT of technology needs that might need tended to on any given day, and I feel like you all rock at addressing those needs in an effective, efficient manner. Thanks so much for all that you do! :)	5/19/2016 7:17 AM
173	Taking care of problems quickly and efficiently.	5/19/2016 7:15 AM
174	You keep our system running smoothly!	5/19/2016 7:15 AM
175	The technology department is incredibly efficient. When work orders are placed, they are quickly fixed. They also do an amazing job of communicating with staff.	5/19/2016 7:11 AM
176	everything - you guys are awesome! thanks for all you do -	5/19/2016 6:59 AM
177	The tech department is very efficient in responding any time I have had a help ticket. I am amazed at how quickly the issue is addressed.	5/19/2016 6:58 AM
178	Response time is great for any issues and the techs are always courteous and respectful.	5/19/2016 6:57 AM
179	Carl Sundermann and Brian Abeling are amazing! Always putting students' needs first.	5/19/2016 6:55 AM
180	Tech support is very timely and communicates effectively.	5/19/2016 6:49 AM
181	When I submit a work order typically someone comes out that day to fix it!	5/19/2016 6:46 AM
182	Service is top notch. Great response from techs.	5/19/2016 6:45 AM
183	Service! Always prompt and polite when a work order is put in. Even came to talk to students about their responsibilities as students when it come to technology!	5/19/2016 6:42 AM
184	Supporting staff when needed.	5/19/2016 6:38 AM
185	Prompt response to technology repair or assistance. Knowledgeable staff!	5/19/2016 6:36 AM
186	Carl is awesome!	5/19/2016 6:35 AM
187	I like the new work order procedures!	5/19/2016 6:33 AM
188	Taking care of work tickets in a timely fashion, and sending emails that explain upcoming items.	5/19/2016 6:30 AM
189	Always able to help when needed. You guys do such a good job behind the scenes that everything seems to run smoothly.	5/19/2016 6:26 AM
190	Tech support is amazing!	5/19/2016 6:23 AM

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191	Being prompt when I need help and communicating when things are going to happened	5/19/2016 6:13 AM
192	I love the classes that are taught by Jackie! She is patient, knowledgeable, and very helpful.	5/19/2016 6:09 AM
193	Service is excellent.	5/19/2016 6:08 AM