

Q10 What technology services are we doing well?

Answered: 201 Skipped: 223

Tech Survey for Staff 2020

#	RESPONSES	DATE
1	Response time and attention to keeping the classroom up and running	6/2/2020 5:43 PM
2	I feel that the procedure to request help is clear and help is given in a timely matter.	5/30/2020 9:30 PM
3	Jobs are completed in a timely manner.	5/29/2020 1:53 PM
4	1. Work order requests are always responded to very quickly! 2. When computers were replaced, the members who came into my classroom were extremely efficient and kind to the students who were curious about what they were doing.	5/28/2020 9:21 PM
5	Help requests are resolved very quickly and staff is always super helpful and friendly.	5/27/2020 12:05 PM
6	Great time response when submitting helpdesk tickets.	5/26/2020 12:05 PM
7	having laptops and desktops for staff. THIS IS SO HELPFUL AND UTILIZED!! Grading online would be terrible without it.	5/26/2020 8:56 AM
8	General issues with computers.	5/25/2020 8:58 PM
9	When work orders are submitted, you are very quick to respond back and resolve the problem. Very friendly staff too!	5/25/2020 11:39 AM
10	Doing a good job!	5/23/2020 6:37 AM
11	Bus driver and just opened my email account so can't truly respond to these questions!	5/22/2020 2:25 PM
12	Quickly addressing work tickets.	5/22/2020 10:55 AM
13	Very helpful and prompt when a help ticket is filled out. Thank you	5/22/2020 9:10 AM
14	I appreciate when I have an urgent need, the tech team responds promptly. I also appreciate how courteous they are by taking the time to thoroughly explain things.	5/21/2020 6:17 PM
15	Having Carl in the building (Valley), there is very quick and effective assistance!	5/21/2020 4:27 PM
16	The tech staff comes in a timely manner and does a great job communicating.	5/21/2020 2:39 PM
17	Tech Emails from Brian	5/21/2020 2:23 PM
18	Your customer service and communication are the best in the district. I see how you manage your department and wish others in the district could model your style.	5/21/2020 2:08 PM
19	I am so thankful to have our district technology department. I have always been impressed with their abilities and responses, but especially now. Can we give them a raise?	5/21/2020 12:44 PM
20	Everything! You fix tech issues in lightening speed, you keep us informed about Tech issues. You guys ROCK!!!	5/21/2020 12:09 PM
21	As a bus driver, we are notified of updates on a monthly basis as it pertains to our individual bus routes, and updates given. All other technology updates are not given to drivers.	5/21/2020 11:41 AM
22	Response rate is great. I have everything I need. Carl is the best.	5/21/2020 10:19 AM
23	Working with staff one-to-one and getting Chromebooks back quickly. From all that I have heard, you have done a great job of handling the COVID-19 issues as well.	5/21/2020 10:14 AM
24	Thank you for your help throughout the year.	5/21/2020 10:00 AM
25	Responding to techhub requests in a timely manner.	5/21/2020 9:47 AM
26	Everyone in the technology department does an amazing job! Thanks for all you do!	5/21/2020 9:43 AM
27	Very kind and responsive	5/21/2020 9:38 AM
28	All of it. Your staff is extremely helpful and positive. The timely-ness things get taken care of it is also MUCH appreciated. Thank you!	5/21/2020 9:33 AM
29	The help desk is efficient in fixing any issues and the staff that come out are kind and thorough.	5/21/2020 9:22 AM
30	I feel that they always respond in a timely manner.	5/21/2020 8:53 AM
31	timely responses	5/21/2020 8:31 AM

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32	Super friendly, fast responses to any inquiries. Always feel like my request is heard and understood. Always happy with the solution.	5/21/2020 8:14 AM
33	response to questions/problems	5/21/2020 8:09 AM
34	Requests are always resolved quickly	5/21/2020 12:02 AM
35	Communication and resolve issues quickly	5/20/2020 10:28 PM
36	Everything!!!!!! Keep it up!!! I especially appreciate that you never make me feel dumb!!!! You are always prompt.	5/20/2020 9:37 PM
37	Tech Tickets are resolved SO quickly, it is amazing! Email updates from the tech team are so clear and keep us all in the loop of what is going on with district technology.	5/20/2020 9:28 PM
38	Repairs in a timely manner. Help tickets are easy to complete and inform us when items are done. Tech website has answers to everything we need. Emails to communicate important information.	5/20/2020 9:22 PM
39	I think overall technology has been updated well over the last 6 years that I have been in the district. Also, Carl at Valley has done a great job of helping us.	5/20/2020 8:15 PM
40	Communicating	5/20/2020 7:56 PM
41	Technology services are all appropriate and very accessible	5/20/2020 7:12 PM
42	I really appreciate the prompt response when I need help with technology that is not functioning, but required for instruction. Thank you for all of your support this spring!	5/20/2020 6:59 PM
43	We have excellent support at Valley. Questions are always answered quickly and help is always given.	5/20/2020 6:49 PM
44	Getting updated tech equipment, software, and training to students and teachers.	5/20/2020 5:44 PM
45	Our technology department is fabulous!!!! I can't say enough good things about them. I greatly appreciate all that they do to support our district as a whole. I already thought that they were the absolute BEST technology team any district could be fortunate enough to have. Then when we had all of these technology needs during this quarantine time. I can't even imagine what it must have been like to get devices for students, ensuring that families have internet connections, exchanging broken devices, ensuring that all technology needs are taken care of for everyone in the district...etc. All I can say is that they are Super Heroes! A HUGE THANK YOU for all that you do!	5/20/2020 4:00 PM
46	First off, thank you for Don't Know as an option. While I didn't need that for this survey, so many surveys don't offer this answer!!! If you can clone Carl, that would be awesome. I am sure the other staff are great, but I am so spoiled to be able to have Carl in our building and he is SO awesome for drop in questions. The work ticket is great for most needs but once in awhile when a presenter is there and the screen doesn't work, I can run into the library and he helps me make things work in the classroom again. He also is great at making me not feel stupid even though I am very technologically challenged.	5/20/2020 3:44 PM
47	All of them	5/20/2020 3:35 PM
48	Responding in a timely manner to technology requests and issues. The team is so helpful and positive. Much appreciated.	5/20/2020 3:22 PM
49	Thank you for going above and beyond to connect our families during the time of the school closures!	5/20/2020 3:13 PM
50	Everyone I've worked with from the tech department is very helpful and friendly!	5/20/2020 3:08 PM
51	responding to issues regarding computers	5/20/2020 3:01 PM
52	The technology department has always been responsive to requests in my times of need.	5/20/2020 2:44 PM
53	Very helpful and personable.	5/20/2020 2:37 PM
54	Everything! This is the most effective and efficient department in our District. Extremely well planned, very responsive, highly skilled, excellent follow through, and always friendly. There is no challenge to big for this department. It is a very impressive team that provides excellent customer service.	5/20/2020 2:33 PM

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55	Addressing the GenEd classroom teachers tech issues in a timely manner and working hard to fix them without disturbing the class.	5/20/2020 2:21 PM
56	Timely response to issues and requests	5/20/2020 1:53 PM
57	I appreciate the amount of communication received as well as the concise content.	5/20/2020 1:52 PM
58	Keeping everything up to date and working.	5/20/2020 1:43 PM
59	For every tech ticket I have submitted, the response time was quick and they always explained the problem and told me what I can do if it happens again. Everybody is super nice and helpful, too.	5/20/2020 1:37 PM
60	I have had contact with each person in the tech department and they have ALWAYS been helpful, kind and fun as well as great at explaining tech things!	5/20/2020 1:35 PM
61	timely response to help tickets	5/20/2020 1:09 PM
62	Helpful when I have problems and questions. (I sure missed you all when trying to set up my tech so I could work at home.)	5/20/2020 1:02 PM
63	I feel that you are doing an awesome job making sure that everyone has connectivity. This has been the most important part of your jobs since March. Good Job!!	5/20/2020 12:59 PM
64	Everything. I love how responsive the team is and how well equipped we are as a district. The level of support provided during this COVID19 experience is just another example of how lucky we are to have all of you in WDMCS. Thank you!	5/20/2020 12:57 PM
65	prompt	5/20/2020 12:51 PM
66	Chrome book technology as needed	5/20/2020 12:45 PM
67	providing support in a timely manner	5/20/2020 12:41 PM
68	Thank you for all of the support you have provided to staff, students and parents this Spring! You worked so quickly to address needs and it is appreciated!	5/20/2020 12:31 PM
69	You come as soon as we call and fix it that day. In level 3 our kids are so visual. We need it fixed and done quickly. Always came through!	5/20/2020 12:15 PM
70	Coming from a different district I have been very impressed at the timeliness and knowledge of the tech dept in WDM. Great job guys!!	5/20/2020 12:05 PM
71	They are friendly and there right away when you need something. It is appreciated!	5/20/2020 11:59 AM
72	Repairing computer issues, being prompt when service tickets are requested.	5/20/2020 11:54 AM
73	Everything, the department always works hard to get a problem solved! And all I have met are very pleasant, a nice team to work with,	5/20/2020 11:51 AM
74	Communication and service oriented.	5/20/2020 11:41 AM
75	Problem solving, speed in turn around time, listening to questions, answering even the stupid questions	5/20/2020 11:38 AM
76	Quick problem resolution and support; staff is friendly and helpful	5/20/2020 11:35 AM
77	Everything. Carl is my hero!	5/20/2020 11:35 AM
78	The tech department does a great job supporting the staff!	5/20/2020 11:13 AM
79	Updating systems and keeping things going.	5/20/2020 11:11 AM
80	When we have a technology issue, it is resolved swiftly and easily.	5/20/2020 11:11 AM
81	*Webinars specific to current needs *Questions are answered regarding problems and confusions	5/20/2020 11:10 AM
82	There are lots of resources that staff can access. Being able to enter our own help tickets is great and that process is simple.	5/20/2020 11:03 AM
83	Friendly, responsive, teach me how to do the tech myself for next time	5/20/2020 10:58 AM

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84	Prompt and friendly services when issues arise and needed to be addressed.	5/20/2020 10:58 AM
85	I feel you have done a great job dealing with the challenges of students & teachers trying to work from home.	5/20/2020 10:57 AM
86	Tech Hub tickets are great. I always get really prompt service. I just had a situation that required a quick response and even though we are working from home Marc went overboard in helping me out. I also have experienced the same thing with Carl. Most of the tech people are really nice and understand that technology is not my degree/area and don't make you feel stupid--they are just there to help.	5/20/2020 10:54 AM
87	The tech department does everything well! Everyone is so helpful and so quick to respond to even the silliest question. You all have made my job so much easier! Thank you!	5/20/2020 10:44 AM
88	Responses to tech tickets are efficient and timely.	5/20/2020 10:38 AM
89	All technology services are addressed promptly.	5/20/2020 10:30 AM
90	Always responsive	5/20/2020 10:29 AM
91	I personally never had to deal with them directly, but when I seen them updating computers they were quick and pleasant.	5/20/2020 10:24 AM
92	Keeping computers up and running, updating our classroom equipment (projectors, etc), responding quickly to Help Tickets, offering training on Canvas. Always being available for help/resolving problems.	5/20/2020 10:20 AM
93	Timely response to service requests.	5/20/2020 10:19 AM
94	I am really impressed with the overall core quality of our system. The consistency that is present in our devices really allows us to count on knowing that things will work.	5/20/2020 10:19 AM
95	quick response professional demeanor	5/20/2020 10:18 AM
96	I appreciate the updates and quick resolution to issues	5/20/2020 10:14 AM
97	Can I just take a minute to tell all of you what a phenomenal job your team does...in EVERYTHING! You guys truly are the BEST and make our teaching job that much easier because of your support. You are VERY FAST at responding to not only tech tickets, but any questions that we have. A+++++ service from this team!	5/20/2020 10:11 AM
98	getting the information out to staff!	5/20/2020 10:07 AM
99	Absolutely everything. I cant think of a time that any technology related part of my job was not supported extremely well.	5/20/2020 10:05 AM
100	I think the department does well in all areas. I have always had great experiences.	5/20/2020 10:05 AM
101	Quick response, usually in person.	5/20/2020 10:03 AM
102	I cannot say enough good things about our tech team in WDMCS.	5/20/2020 10:03 AM
103	Always very prompt and helpful.	5/20/2020 10:00 AM
104	They were absolutely amazing in getting everyone set up remotely. Very timely and professional!	5/20/2020 10:00 AM
105	Carl does a fantastic job of taking care of our tech needs in a very friendly and good natured manner.	5/20/2020 9:52 AM
106	The help desk is helpful for a quick call for immediate needs. Response to help tickets is very timely and resolves the issue. I also appreciate the friendliness of technicians and willingness to talk through options.	5/20/2020 9:49 AM
107	Support with what we have.	5/20/2020 9:45 AM
108	Responding in a timely manner, really appreciate it!	5/20/2020 9:44 AM
109	Any time I have an issue with my computer, ipad, audio/visual or laptop, I always receive help promptly.	5/20/2020 9:42 AM
110	Adequate hardware provision and continuous upkeep of infrastructure.	5/20/2020 9:42 AM

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111	Meeting students needs.	5/20/2020 9:41 AM
112	I so appreciate the tech hub and the ability to put in requests for help and have them addressed so quickly. I also appreciate the email updates.	5/20/2020 9:39 AM
113	Response to Chromebook issues; response to technology within the classroom that is not functioning properly.	5/20/2020 9:37 AM
114	I just find them very helpful.	5/20/2020 9:30 AM
115	Carl does everything well. He is always helpful and positive during any interaction. We are very blessed to have his expertise and support.	5/20/2020 9:29 AM
116	I have been impressed with staff laptop rollout and replacement as well as the implementation of getting Chromebooks to K-3 students.	5/20/2020 9:24 AM
117	Response time and commitment to doing the job right are fantastic	5/20/2020 9:22 AM
118	all	5/20/2020 9:16 AM
119	Easy access to submit a help ticket Quick response time and follow up	5/20/2020 9:13 AM
120	Communication and quick response	5/20/2020 9:12 AM
121	The team does such a nice job with service!	5/20/2020 9:10 AM
122	Our technology department is amazing! So timely in response to needs and it's so very appreciated!	5/20/2020 9:10 AM
123	Updating information to staff.	5/20/2020 9:09 AM
124	Good job with everything!	5/20/2020 9:03 AM
125	Support	5/20/2020 9:02 AM
126	Issues are resolved quickly and effectively. Ticket process is user-friendly	5/20/2020 9:02 AM
127	Whenever I have put in a work order, the district tech department has always responded very quickly and the employees are great to work with. The District Tech updates are very helpful. The format is greatly appreciated as it makes it easy to see the big picture changes and updates and then easily find resources for more information.	5/20/2020 8:59 AM
128	I do not have tech requests that frequently, but when I do they are resolved very quickly. In a district this size and all the technology demands, that is very impressive!	5/20/2020 8:58 AM
129	I really appreciate the quick response time and the fact that the Tech Team is great at communicating with me and I like the follow up to ensure that problems have been resolved. I was impressed by how quickly chrome books were rolled out to K-2!	5/20/2020 8:57 AM
130	So very quick to help with problems when I put in an order. Always answer my questions without making me feel dumb. Thanks for all you do!	5/20/2020 8:57 AM
131	You are very quick to respond to work orders and emails with questions. Thank you so much!	5/20/2020 8:52 AM
132	All of the above.	5/20/2020 8:52 AM
133	Not only does Carl respond quickly, he always does so with a smile, and "it's all good!" He is the best!	5/20/2020 8:52 AM
134	Every single service...I am always impressed!!!	5/20/2020 8:45 AM
135	Whenever I have a tech problem, it gets solved very quickly with minimal to no disruption of the students in the classroom. Keep up the good work!	5/20/2020 8:45 AM
136	When this break down, you get them fixed in a timely matter	5/20/2020 8:42 AM
137	Your support district wide is so appreciated! We could not do our jobs as well without you. Thank you for also being so helpful when individual things come up. Most of the time the problem ends up being something very simple, but you never make us feel bad about it. You are so appreciated!	5/20/2020 8:42 AM
138	Good staff and service	5/20/2020 8:41 AM

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139	Work orders, chromebook support, communication on new technology replacing older technology	5/20/2020 8:36 AM
140	Any time I have an issue, the service is prompt and efficient.	5/20/2020 8:35 AM
141	They are very polite and friendly.	5/20/2020 8:34 AM
142	I feel the tech crew is very prompt, knowledgeable and helpful. I think they are great!	5/20/2020 8:33 AM
143	The "customer service" is exceptional. Carl is amazing. He prioritizes the issues in the building appropriately and treats everyone as his most important concern (including students).	5/20/2020 8:31 AM
144	All	5/20/2020 8:31 AM
145	Friendly and dedicated	5/20/2020 8:29 AM
146	All that I'm aware of. I've never had a bad experience and I don't know of any problems	5/20/2020 8:28 AM
147	On the rare occasion that I have a tech-related problem, your staff has been quick to respond and correct the issue...your team members are responsive and professional at all times. Additionally, I appreciate the amount of communication we receive regarding any tech related services.	5/20/2020 8:28 AM
148	Your techs do a good job explaining the problems and solutions.	5/20/2020 8:28 AM
149	Thank you for all of your support with hardware.	5/20/2020 8:27 AM
150	Everything! I am very impressed with the department	5/20/2020 8:23 AM
151	Everything the tech department does, they do well! Thank you!	5/20/2020 8:19 AM
152	My typical interaction is with Carl Sundermnan, Carl is outstanding and results focused.	5/20/2020 8:17 AM
153	Mark and his team provide Transportation with outstanding service.	5/20/2020 8:17 AM
154	Super Carl is awesome!	5/20/2020 8:17 AM
155	Quick turnaround on tech needs	5/20/2020 8:16 AM
156	Immediate response to tech tickets. Sometimes within minutes a tech will either call or show up in my classroom. They are always patient and courteous.	5/20/2020 8:10 AM
157	Continuing to put the needs of students and staff first. All tech employees are incredibly helpful whenever questions are asked. We are blessed in WDM to have you all! Thank you!	5/20/2020 8:08 AM
158	The technology crew is amazing! They are very helpful, efficient and courteous (no matter how silly my question is).	5/20/2020 8:07 AM
159	help tickets are completed very promptly, and tech staff are very helpful. Thank you!	5/20/2020 8:06 AM
160	Chromebooks for all students. Touchscreen is extremely beneficial!	5/20/2020 8:05 AM
161	I do not have much exposure to this, but if I have a questions it is resolved quickly.	5/20/2020 8:05 AM
162	Great customer service and easy to talk to.	5/20/2020 8:04 AM
163	Great response time! Very helpful! THANKS!!	5/20/2020 8:04 AM
164	Paul was awesome helping me set up ELPA21 Testing (Browser) when new computers were installed at Clive DURING testing! He was patient AND VERY understanding of my sense of urgency!! MUCH appreciated!! Kuddos to getting families/young learners Chromebooks and Hot Spots to ESOL families during this pandemic!! Again, VERY IMPRESSIVE!!	5/20/2020 8:00 AM
165	Whenever I put in a request, your team is so fast in their response. I've said this before but you guys are faster than Jimmy Johns.	5/20/2020 7:59 AM
166	Whenever I have a technology issue, the service is fast (even on middle to low-priority tickets), friendly and informative. I feel lucky to be supported by the WDM tech team. Even when our district went to remote learning (special shout out to Spencer here) services were lightning fast, parent and teacher friendly, student-centered, and informative. Thanks for all that you do for our district and for me, personally! ~ Sarah Patton	5/20/2020 7:59 AM
167	Communication is outstanding.	5/20/2020 7:58 AM

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168	Friendly and quick service, they never make me feel dumb when my request is a very easy fix I could have done myself but didn't know how	5/20/2020 7:57 AM
169	Any time I have an issue, it is fixed very quickly.	5/20/2020 7:57 AM
170	Appreciate your team!	5/20/2020 7:56 AM
171	Getting employees set up to work remotely.	5/20/2020 7:47 AM
172	Chromebook repairs. Teacher requests.	5/20/2020 7:47 AM
173	I appreciate the quick response time and clear explanations of what is happening with the technology in my classroom.	5/20/2020 7:40 AM
174	Being vigilant when a problem arises with getting things fixed and back to how they need to be.	5/20/2020 7:37 AM
175	Completing work orders quickly. Always working to resolve problems.	5/20/2020 7:35 AM
176	everything	5/20/2020 7:35 AM
177	Appreciate the transparency of technology-related plans and goals. Tech staff is great.	5/20/2020 7:35 AM
178	Prompt response to problems	5/20/2020 7:34 AM
179	I am so happy to have this opportunity! I talk about what a great i.t. department we have to others. My husband is in charge of several departments at his company and one is i.t. I talk to him about what a great job our i.t. department consistently does. I have been in the district for 14 years and am so thankful for how well the department is run. I am not super tech savvy, and the i.t. people at WDMCS never make me feel badly about that and they walk me through each step of whatever I need to have done. In my opinion, it boils down to knowledge and customer service, and our i.t. department gets outstanding marks for both!	5/20/2020 7:33 AM
180	Response time is amazing! All the tech guys are nice and patient with questions!!	5/20/2020 7:31 AM
181	My requests for service of any type regarding technology are always responded to and resolved in a very timely manner! Thank you!!!!	5/20/2020 7:30 AM
182	Carl does an excellent job at Valley. I've ce across a few problems with both my laptop and my desktop, and he's always so quick to fix my problems. He's doing great!	5/20/2020 7:30 AM
183	Very much appreciate the quick responses to help tickets that are put in. Also that even though I'm sure the lack of knowledge on some of our parts is frustrating, they work hard to help us understand without getting frustrated.	5/20/2020 7:29 AM
184	Their system and staff for working through technology issues are excellent and supportive!	5/20/2020 7:27 AM
185	With the COVID19 changes, I feel the Tech. department did an excellent job in setting everyone up in a very short time to work remotely. BRAVO!	5/20/2020 7:26 AM
186	Computers, software needs, updates and info.	5/20/2020 7:26 AM
187	Responding to Tech Requests in a timely manner.	5/20/2020 7:25 AM
188	Maintaining the existing technology. Providing suggestions on who to contact about specific software. Nearly immediate response to tech issues or questions. Jumped into action to help students who did not have internet at home during this pandemic.	5/20/2020 7:25 AM
189	Pushing out tech for students and helping with at home internet capabilities	5/20/2020 7:24 AM
190	They respond very fast to technology issues and never complain about how big or small the issues are. They are willing to teach us how to fix issues if they should arise again. Super helpful and friendly. Thank you for all you do!	5/20/2020 7:24 AM
191	Everything - from simple requests which are attended to immediately to large scale needs to support students and teachers in the classroom. Carl Sundermann is always helpful, friendly and timely. He is also happy to help research new technology needs and provide feedback. He is a forward thinker and looks at every challenge with the future in mind. Couldn't ask for anything more!	5/20/2020 7:23 AM
192	I love that they never make me feel like I should know something! Especially when I sometimes am technology challenged. My favorite response from Carl. It's all good. That's what I am here for!!	5/20/2020 7:22 AM

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193	Very professional and positive.	5/20/2020 7:19 AM
194	Home computer is running good!	5/20/2020 7:18 AM
195	Keeping everything up to date.	5/20/2020 7:18 AM
196	Assisting with my tech needs - setting up email on my phone, voicemail to email, and any questions I had. The WDMCS tech department was always quick, courteous, and professional.	5/20/2020 7:17 AM
197	I appreciate how quickly a member of the technology department responds when a work order is placed. I also appreciate how helpful and respectful each of the members are when trying to resolve the issue.	5/20/2020 7:15 AM
198	Online platforms and updates, new computers and built-in sound equipment, tech help/troubleshooting.	5/20/2020 7:11 AM
199	Communication and follow-through is excellent. They are always willing to support questions and troubleshoot issues.	5/20/2020 7:10 AM
200	Providing Chromebooks to all students. Timely resolution of problems.	5/20/2020 7:10 AM
201	Keep up the awesome work and staying ahead of the curve.	5/20/2020 7:09 AM