



Technology Department Customer Service Goals

Our Mission: Encouraging effective technology use to improve learning, engagement and productivity.

Our Customers: Our direct customers are the staff of SD271, who serve and support the students of our schools.

As a department we strive to:

- Smile, and be kind as we serve our customers
- Provide timely communication on work orders or questions, either via email, face to face, with a phone call, or a handwritten note
- Listen responsively and patiently to the customer's concerns, validating them as needed
- Focus on the customer at hand and offer solutions to their issues before moving on to the next task
- Have perspective—our work is important, and supports the mission of the school district