KISD Technology
Spotlighting WOW Customer Service

“The customer’s perception is your reality.” – Kate Zabriskie

Marla Chavez
Marla joined the district in September 2001 at Diane Winborn Elementary in the classroom and later as ADA/Registrar. In 2006, she moved to the ESC with the formation of the Zangle Student Data Analyst team assisting various campuses. Marla later became trainer for both Zangle and eSchoolPLUS. Then in September 2013, she joined the PEIMS Department as PEIMS Data Specialist. Besides working diligently in the PEIMS Department, she enjoys decorating for our Technology gatherings.

Marla is being recognized because of her high level of support for customers with PEIMS submissions and questions.

Customer Feed Back

“Marla is always willing to help. She is so patient and kind – I’ve learned so much from her over the last year! She will ALWAYS greet you with a smile and a cheerful ‘Hello’ - even during PEIMS submission!” - Janet Pollack, Special Services

“Marla always answers my question with a smile. Even though she is on the phone I can hear her smile over the phone. Even when I ask the same question – again – she is always very positive and answers me – again – with a smile.” - Holly Heiman, ADA

“I have had the pleasure of working with Marla for several years with respect to the little-known special education virtual campus. I have always found Marla to be extremely knowledgeable, professional, courteous, and prompt. She is someone who never seems to have an ‘off’ day, in other words – a joy to work with.” - Diane McKeown, Special Education

Greg Crenshaw
Greg was employed by Ricoh at the Katy PrintShop for four years prior to joining the Technology Support Center in August 2012. Greg gained much knowledge of the district and operations while working at the help desk for two years. In October last year, Greg began working with the PrintShop again, this time as a Katy employee serving in a Quality Assurance role. His 20+ year background in the printing industry and tremendous focus on assisting customers has helped to strengthen the quality levels at the PrintShop.

Greg is being recognized for his outstanding service contributions.

Customer Feed Back

“In my over ten years of administrative work in an educational setting, I have never had the outstanding service and follow-through that you get when working with Greg Crenshaw!!

Greg has got to be one of the most upbeat positive people I have come across in a long time. Regardless what the issue, he is willing to look into it, follow through on it, see what he can do to make it happen, or rectify any issue. To him, he doesn’t mind if it’s too big or too small….he tackles them all with finesse!!

Overall Greg is reliable, on top of things, is quite knowledgeable and a great resource. Katy ISD is so fortunate to have such a fine professional in our Print Shop!! We would be lost without him here at Katy ISD!!” – Laura Cook, Principal’s Secretary

“It was good to receive the handouts. Greg was helpful and went above and beyond to get the handouts to us. He was very gracious and we appreciate his help.” – Freda Creech, Executive Director of Assessment

“Greg saved the day today! Thank you. I should have checked on that order yesterday and I failed. I appreciate Greg going out of his way to help” – Imelda Medrano, Principal

“Greg gets an A+ in customer service.” – Becky Bracewell-Tucker, Principal