

Tennessee Education Association streamlines member communication

business challenge

The Tennessee Education Association (TEA) is Tennessee's largest professional organization representing tens of thousands of elementary and secondary teachers, school administrators, education support professionals, higher education faculty, and students preparing to become teachers.

TEA actively advocates learning without limits, and their work centers around their core values of community, effectiveness, independence, justice, relevancy, success, unity, and the worth and dignity of individuals.

The team at TEA, led by Galen Riggs, Information Technology Manager, found themselves needing a system to respond to their 40,000 members. Getting in questions from multiple sources, the team of five needed to be able to respond in a timely manner, but also be able to handle any follow ups that may be needed. They also wanted to create a knowledge base that could easily be maintained.

solution

The team at TEA only looked at a couple of solutions before choosing Issuetrak. According to Riggs, "the ability to customize Issuetrak"

was the primary reason Issuetrak stood out amongst the competition. Issuetrak also provided the needed features and reporting that they needed for efficient ticket tracking.

While the initial setup and customization took some time, TEA had help from Issuetrak's Professional Services team. "Deployment was relatively easy," said Riggs.

benefits

Riggs and the team at TEA have noticed a savings in time, with everything stored in Issuetrak. It allows them to have one repository for their knowledge base, that's searchable by anyone on the team.

Because issues coming in by email, webform, and phone are all logged in Issuetrak, it allows TEA to have increased communication between their response team and large member base.

They also use Issuetrak locations to capture the school district on each request. This keeps the contacts at those districts in the loop on any questions coming from their area.

TEA first implemented Issuetrak in 2014. According to Riggs, the team at TEA is happy with how Issuetrak has helped them streamline their issue tracking needs.

