



Finding Solutions to IT Problems

ELO Title: Finding Solutions to IT Problems

School: Windham High School

Essential Question: How can I apply technical skills to assist town businesses?

Area(s) of Study: Information Technology

Amount of credit earned: 1 elective credit (full year)

Competencies:

Short description	Full text of competency
Protocols and Operations	Students will demonstrate they understand the link between the technology and the objective of each town area (Fire, Police, Library, Town Office) that requires technical support.
Customer Service	Apply software application concepts to enhance customer service. Listen to customer concerns and communicate course of action to resolve the issue.
Basic Hardware Principles and System Repair	Student will be able to identify system resources and install and configure computer hardware. Student will comprehend basic concepts such as printing concepts, networks, operations and components used.
Problem Solving	Student will troubleshoot and solve computer problems. Student will be able to differentiate between hardware, software and user related problems.

Student Activities (up to 10):

- Get exposure to town areas that required technical support from the town IT Director.
- Provide hardware repairs: install and set up servers, run and install cabling between buildings, install network and graphic cards for computers and work on tablets and mobile computers.
- Provide software support: verify that all Windows, Office Software and AV Software are up to date, run peripheral updates such as Java and Adobe Reader, program in Virtual Basics for Applications, work on websites, find deleted files and Email spam.
- Experience community support activities such as observing interpersonal relationships within each town area, documenting and reporting user concerns and assisting with day to day employee computer troubles.

Community Partner: IT Director for the Town

Community Partner responsibilities in this ELO:

- Meet with the student to discuss daily tasks.
- Complete mid-term and final assessments, share with student and ELO Coordinator.
- Biweekly check in with the ELO Coordinator regarding student progress.
- Work closely with the student to answer questions, provide instruction (as needed) and feedback.
- Attend business sites with student to troubleshoot IT issues.
- Introduce student to various business staff in the community.
- Provide opportunities for student to experience various IT concerns within the town offices.
- Encourage student's independence.

Assessment:

- Submitted weekly journal entries; listing what was observed, new learning, personal reflection and listing any challenges or difficulties.
- Daily IT Director follow up on student progress and work completion.
- Was observed quarterly by the ELO Coordinator.
- Student was assessed daily by IT Director regarding technical skill and problems solved.
- End of the year student summary involving the student, town IT Director and school IT Director.

Connection to student's measurable postsecondary goals (for students with IEPs):

N/A

Comments and suggestions for other schools implementing a similar ELO:

- Welcome the opportunity to intern within several town businesses and staff.
- The more technical issues to deal with, the greater the problem solving and hands on learning.
- Additional competencies were added when writing up the ELO.

Willing to be contacted by another school interested in developing something similar to this?

No

Yes. If yes, please list contact information:

Holly Londo, Windham High School

603-845-1558 x 5200, hlondo@windhamsd.org

Supporting Material included. List and briefly describe:

- Goals of the internship
- Copies of some of the journal entries
- A list of IT projects student worked on throughout the internship.

Photos or student work submitted:

_HL___ Permission is granted to use these on the BeyondClassroom website. (Please initial)