Students Supporting Schools ($S^3$)

Dr. Mark C. Malham and Priscilla McAAdams
It is Monday morning. While attempting to input grades, you lose connectivity to the online gradebook, which also prevents you from taking attendance—and the students are arriving shortly! What do you do???
The $S^3$ program is a student enterprise that enhances educational experiences by providing IT and customer support opportunities. Given the proliferation of devices that an Educational Technology department is responsible for supporting, high school students are recruited, hired, and trained—as part-time employees—to augment schools by providing Level 1 technical support. The highly successful program has been implemented since 2014, and it has been featured in the media both locally and regionally.
“The S3 program has been a huge success and has benefited the District and the students tremendously. It has led to improved service at our schools and helped some of our participating students become full time employees after graduation. We look forward to continuing this program for many, many more years to come.”

Paul McGuinness
Director of Education Technology
Martin County School District
Overview

Student Role

- Graduation requirements
- Elective option
- Attendance
- Grades

Employee Role

- Sense of integrity
- Dependable
- Professional attire/Badge
- Time clock

Balancing Act
Road Map

Structuring
Issues

- Funding (initially Digital Classroom Plan)
- Course alignment
- Skill set
- Level of support
- Teacher of record (Media Specialists)
Executive Internship 1 and 2 (0500300 and 0500310, respectively)

“The purpose of this course is to provide a practical introduction to the work environment through direct contact with professionals in the community. The content should include, but not be limited to, the following:

- discussion of professional job requirements
- awareness and knowledge of career opportunities
- building vocabulary appropriate to the area of professional interest
- development of decision-making skills
- development of personal and educational job-related skills”
Desired skill set

“Students can always be taught the technical skills, if they have the ability to think and problem solve. My experiences have been employers value employees who can be counted on to contribute to the team and the corporation’s bottom line.”

Chris Gere
Network Engineer, Duke Energy
Former CAPE academy board member
Structuring

**Desired skill set**

- Communication
- Interpersonal
- Personal Management
- Problem solving
- Technical
Levels of support

- Entry Level 1 (E1) – Sophomores and juniors who augment Level 1 technical support at their assigned high school

- Entry Level 2 (E2) – Juniors and seniors who augment Level 1 technical support at their assigned elementary school

Note: Middle schools are supported by Site Support Technicians
Road Map

Recruiting
Recruiting

**Phase 1**
- District staff
- School APPs
- Road show
- Media Specialists and Counselors

**Phase 2**
- Classroom visits
- Broadcasted announcements
- Web sites, flyers, Social media, “All Call”

**Market to District employees**

**Market to students**

**Results in optimal candidates**
Recruiting

If you enjoy problem solving and interacting with people, and you will be a sophomore, junior or senior (next school year) who wants to hone your career skills, here is an opportunity to gain experience while in school. An added benefit for juniors and seniors with reliable transportation includes earning money ($15.00/hour)

Available Positions
- E1s provide level 1 technical support at high schools. Intern positions available for qualified sophomores, juniors and seniors
- E2s provide level 1 technical support at elementary schools. Paid intern positions ($15.00/hour) available for qualified juniors and seniors

Requirements
- Good academic standing for an internship elective
- Good job skills (communication, problem solving and personal management)
- Reliable transportation if you are an E2 supporting an elementary school

For more information or to apply: See your guidance counselor or contact the District Coordinator, Dr. Malham (223-3105, #158)

Martin County School District
Students Supporting Schools ($5)
Q&A

1. What is it?
The $5 program is a student enterprise that enhances educational experiences by providing IT and customer support opportunities. Given the proliferation of devices that an Educational Technology department is responsible for supporting, high school students are recruited, hired, and trained as part-time on-campus to augment schools by providing Level 1 technical support. The highly successful program has been implemented since 2013, and it has been featured in the media both locally and regionally.

2. Is it open to all students?
Sophomores, juniors and seniors may apply. Students must be in good academic standing in order for them to have an internship elective. Only juniors and seniors may apply to support the elementary schools. However, they must have reliable transportation and be willing to travel.

3. How will we recruit students?
District will provide posters and suggested names or for televised announcements and bulletin. District will be taking a "road show" to each high school to brief administrators and faculty on how they can discuss with prospective students.

4. How are students selected?
Each student completes an application and submits a principal recommendation from their guidance counselor. District staff will review documents and then coordinate interviews at each of the school sites (as determined by the principal). Students supporting the elementary schools must have reliable transportation and be willing to travel.

Students applying to support the elementary schools are District employees. Hence they will undergo a background check (e.g. fingerprinting and drug screen) which are paid for by the District.

5. What attributes/skills are you looking for in students?
Of primary importance is a core of integrity and self-discipline. Students should possess strong job skills, specifically communication, customer service, and personal management. Students should also possess strong technical skills.

6. What are the levels of support?
Although all students will perform the same duties, they will perform their duties at different locations. Students applying for Entry Level 1 (E1) positions will be assigned to their respective high schools, while students applying for Entry Level 2 (E2) positions will be assigned to support elementary schools.

August 3, 2018
Recruiting

Students Supporting Schools (S3) Principal Recommendation

Date: ____________________________

Candidate’s Name (Last, First, MI): ____________________________

Level of Support (E1 or E2): ____________________________

The above listed candidate has applied for the District’s S3 program by which the student shall augment the District by diagnosing, troubleshooting, and repairing routine technology issues at either the high school (E1) or an elementary school (E2). Given the level of maturity, discipline and responsibility required of this student, we request a candid evaluation of the student to determine the optimal candidates for the program.

Please note that if an E2 student is deemed unsuitable for the program (e.g. attendance, behavior, or transportation issues), the student’s employment will be terminated. Additionally, the student will be reassigned to the high school to perform duties as a student aide in a capacity you deem appropriate. Do not return the recommendation to the student. Pony or email this form directly to Dr. Malham.

Principal’s Name

Professional Traits

<table>
<thead>
<tr>
<th>Professional Traits</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adherence to Policies and</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appearance/Dress</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attendance and Punctuality</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication Skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Integrity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interpersonal Skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initiative</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Judgment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leadership</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem Solving</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Productivity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teamwork</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Willingness to Accept Feedback</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do you recommend the above named student be enrolled in the program?

Yes_____ No_____ Only recommend as an E1_____

Student’s Application

I am applying for E1___ E2___ Level of Support___ Requesting to be hired___

(E2 applicants only) If you have a preference as to an elementary school you would like to serve, please indicate (no guarantee is made to assigned location): ____________________________

Name: ____________________________

Current Grade Level: ____________________________

GPA: ____________________________

School: ____________________________

CTE Program (if applicable): ____________________________

Phone: ____________________________

Email: ____________________________

Industry Certifications (check all that apply): MDS___ MTA___ COMPTIA A+___

Software proficiency (check all that apply): Windows___ Windows___ Apple MacOS___ Unix/Linux___

Hardware proficiency (check all that apply): Desktop___ Laptop___ Smart board___

I understand that if I am selected for the program, I am to conduct myself professionally and with the highest degree of integrity to include wearing professionally and attending ongoing training that will be administered in a timely manner. If I am found violating legal or ethical policies, then I shall be removed from the program and may face disciplinary consequences per the MCPS Student Handbook.

If I am an E2 level of support student, then my academic schedule must support having an internship elective. Additionally, I must have my own reliable transportation between a designated elementary school and my assigned high school for which I shall not receive reimbursement other than my hourly rate ($5/hr). I must manage my schedule so if I am late returning to my assigned high school, then I shall face disciplinary action.

Student Signature: ____________________________ Date: ____________________________

Parent Signature: ____________________________ Date: ____________________________

The student is in good academic standing and is progressing towards on-time graduation. Principal recommendation and application are due by the end of April.

Guidance Counselor Signature: ____________________________ Date: ____________________________

Do you recommend the above named student be enrolled in the program?

Yes_____ No_____ Only recommend as an E1_____.

Principal’s Name
Hiring

Issues

- Job description
- Application
  - Background check
  - Drug screening
- Interview
  - Team (District coordinators and Media Specialists)
  - Questions (values, troubleshooting, customer service)
  - Rubric
- Acceptance/Non-acceptance letter
Hiring

Job Description

- **Install and maintain District PCs and associated peripheral equipment**
- **Problem identification, troubleshooting, and resolution on District PCs, software, hardware and classroom technology equipment**
- **Assist users with identifying problems and provide solutions that enable the user to be more productive**
- **Document problems, solutions and time spent for each task using established procedures**

**THE SCHOOL BOARD OF MARTIN COUNTY**

**EL/E2 TECHNICAL SUPPORT**

**QUALIFICATIONS**

1. Currently enrolled in Incident Supporting Schools (ISS) program
2. Industry certifications in one or more of the following: MOS, MTA, COMPTIA, or A+ (preferred)
3. Valid Florida driver’s license (E2 only)
4. Reliable transportation (E2 only)
5. Academically sound to enable having an available period as an off block (E2 only)

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Installation and troubleshooting knowledge of desktop operating systems, such as Microsoft Windows
- Familiar with mobile computing devices such as Android & Apple tablets and other portable computing devices
- Installation and troubleshooting knowledge of classroom technology equipment and peripheral devices such as networked devices, high-speed network equipment and peripheral equipment
- Knowledge of general maintenance procedures
- Ability to multi task and work efficiently
- Ability to communicate orally and written in a clear and concise manner.

**REPORTS TO:** Site Administrator

**JOB GOAL**

To provide Level 1 technical support services for assigned schools.

**PERFORMANCE RESPONSIBILITIES:**

- **Routine Responsibilities:**
  - Troubleshoot problem identification, troubleshooting, and resolution on District PCs, software, hardware and classroom technology equipment.
  - Assist users with identifying problems and provide solutions that enable the user to be more productive.
  - Document problems, solutions and time spent for each task using established procedures.
  - Demonstrate initiative in the performance of assigned responsibilities.

**Employee Qualities/Responsibilities**

- Interpersonal
  - Seek information from others by questioning, listening carefully, and maintaining positive relationships
  - Establishes a good rapport with others
  - Uses tact and diplomacy when dealing with others
  - Expresses clear ideas verbally

- Work Standards
  - Ensures accuracy of work and meets deadlines
  - Takes initiative to improve own or others work
  - Works well under pressure

- Vocational
  - Maintains confidentiality regarding school/agency matters.
  - Maintains knowledge of job-related high safety standards.
  - Observes agency policies and procedures as assigned area to fulfill position goals and objectives.

**BOARD APPROVED: 4/30/15**
Road Map

Training
Training

- Pre-school training
- Quarterly PD
- Resources
  - DST/SST
  - Website
  - User guide
- Media Specialists
Training

- Asset management
- Cable management
- Career opportunities
- Customer service
- District and school site technology
- Polices and procedures
- Printers
- Networking
- Troubleshooting
- Work Orders
S3 (STUDENT SUPPORTING SCHOOLS) PROGRAM

Overview
Curriculum and Instruction

S3 is a student enterprise that enhances classroom instruction by offering authentic labor experiences and career support opportunities. High school students are recruited, hired, and trained as part-time District employees for anyone of the three high schools and to elementary schools by providing technical support. Contact Dr. Mallam if you would like more information or to apply for the program.

Contact Information
Dr. Mark C. Mallam
Coordinator of Social Studies & Special Projects
772.221.7000 x 4001 (Internal 9480)
mallaman@martin.k12.fl.us

In the News

FOP/MACIE Presentation
Progress and Training on ADP
Southeast Education Network: SEEEN Article
WTVJ Article
Training

Student Technician's Responsibilities (Continued)

⇒ Minimize classroom disruptions; leave personal items on desk alone or ask teacher to move. Ensure items are put back in order.
⇒ Contact Dr. Malham within 48 hours of any criminal violation, other than a minor traffic incident.
⇒ Do NOT:
  • Perform tasks that are not ticket-driven.
  • Perform tasks that are beyond Level-1.
  • Assist with faculty/staff/student personal technology devices BYOD, or non-standard District hardware/software.
  • Accept—either verbally or written—passwords.
  • Loiter in student-restricted areas (e.g., teacher mailroom) or socialize with teachers/students.
  • Discuss business seen or heard.
  • Conduct personal business during the work day.
  • Use cell phone.

Contact Information

Technology Support
Priscilla McAdams
Desktop Support Specialist
Education Technology
219-1200, Ext. 30254
mcadamp@martin.k12.fl.us

Help Desk
Education Technology
219-1200, Ext. 30369
helpdesk@martin.k12.fl.us

Academic and Student Support
Mark C. Malham, Ed.D.
Coordinator of Social Studies & Special Projects
Instructional Services
223-3155, Ext. 158 (Internal 43158)
malhamm@martin.k12.fl.us

Students Supporting Schools

Media Specialist and Student Tech User Guide

Martin County School District
“Educate all students for success”
Training

Students Supporting Schools (S³) - Learning Today, Empowering Tomorrow

Overview
The Students Supporting Schools (S³) program enhances the classroom environment by offering authentic Information Technology (IT) and customer support experiences for students. As student technicians, they augment either the elementary (E2) or high school (E1) Level-1 technology needs.

Review this pamphlet, as well as the website (MCSO > Employee Resources > S³) for important information as to Media Specialist and Student Technician responsibilities.

Course Administration
Students register for the Executive Internship course (0500300), and are slotted for First Block (E2) or as the student’s schedule dictates (E1). Media Specialists are the teacher-of-record.

Although E2s are part-time employees, they are still students. Hence, the MCSO Code of Conduct shall be enforced. For example, it is paramount the student departs the elementary school in a timely manner to ensure sufficient time to travel to the assigned high school. Arriving late will result in disciplinary action.

Media Specialist’s Responsibilities
⇒ Serve as role model.
⇒ E2 only. Engage student from 7:30 to 9:30 AM. You may allow them to clock in earlier, but work no more than 8-hours per week. Ensure student departs in a timely manner to assigned high school.
⇒ Supervise student via work orders. Do NOT engage student with tasks beyond Level 1 or with personal devices/non-standard District hardware/software.
⇒ Do not engage students on:
  • Non-ET duties.
  • Tasks that are not ticket-driven.
⇒ Populate FOCUS for daily attendance and weekly grades (50% category; see website for grade sheet).
⇒ Counsel the student for academic/behavior issues.
⇒ Inform Coordinator if habitual academic/behavior issues with the student.
⇒ Process student time and attendance (school site’s T&A secretary for E2 only.)

Student Technician’s Responsibilities
⇒ Adhere to District and school site policies and procedures. Adhere to the S³ dress code (S³ Polo shirt tucked-in, slacks/jeans, closed-toe shoes, District badge).
⇒ Epitomize professional conduct through customer service.
⇒ Pick up from and return to the Media Specialist (MS) each workday your District badge (E2 only).
⇒ Clock in/out from 7:30 to 9:30 AM. Per MS’ discretion, you may clock in earlier but work no more than 8-hours per week (E2 only).
⇒ Attend class as scheduled; notify MS and ET’s Help Desk if absent.
⇒ Open, review, process and close work order tickets.
⇒ Subject to school administrators’ discretion, sign out/sign in room keys on the same day. (Students are not allowed to possess a school master key.)
⇒ Perform Level 1 tasks only:
  • Install and configure computer devices and peripherals per established procedures.
  • Diagnose and troubleshoot common issues and malfunctions per established procedures.
Road Map

Sustaining
“Our student tech is doing a fabulous job--our teachers are appreciative of the quick response with support and our staff is happy. He really fits in; he works very hard and has proven to be an excellent resource for our school!”
(Elementary Principal)

“We love having her! She is very professional and technically competent.”
(Media Specialist)

“I have always had a passion for helping people and for using technology. So I knew I wanted to be part of this program the moment I heard about it.”
(Student)

As part of the ET team, processed and completed 18,353 work orders (SY 2017-2018)
Sustaining

 Evaluating

 - Informally receive feedback from DST/SST/Media Specialist
 - Formally evaluated on a weekly basis
 - Solicit feedback as well as to what’s working/not working

I truly enjoy working with the student technicians, and I look forward to the monthly trainings. They are enthusiastic, willing to learn and are innovative. They also have great customer service and technical skills, which make them a valuable asset to ET.” (Priscilla McAdams, Desktop Support Specialist and S3 Technical Facilitator)
### Students Supporting Schools
#### Weekly Evaluation

<table>
<thead>
<tr>
<th>Name (Last, First)</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Week Ending</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Above Average</strong></td>
<td><strong>Average</strong></td>
<td><strong>Poor</strong></td>
<td></td>
</tr>
<tr>
<td>(10 Pts)</td>
<td>(5 Pts)</td>
<td>(0 Pts)</td>
<td></td>
</tr>
<tr>
<td>Adheres to Policies &amp; Procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dependable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interpersonal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initiative</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning and Organizing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Productive</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety Conscious</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Willingness to Accept Feedback</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sub Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total (100 Pts)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Graduating

- Letter of recommendation
- Social…celebrating success!
Celebrating
Dr. Mark C. Malham
Coordinator for Social Studies & Special Projects
(772) 223-3105 #158
malhamm@martin.k12.fl.us