Students Supporting Schools (S^3)
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malhamm@martin.k12.fl.us
One of many challenges we confront in the classroom…

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???
Road Map

Overview
Students Supporting Schools (S³) program enhances classroom instruction by offering authentic IT experiences and customer support opportunities for high school sophomores, juniors and seniors; thereby providing IT support more efficiently throughout the District.
“We are jumpstarting the careers of future IT professionals. Although schools do a good job of providing basic skills, there is no substitute for real-world experiences.”

Katharine Preston
Director of Education Technology
Martin County School District
Overview

Student Role

- Graduation requirements
- Elective option
- Attendance
- Grades
- Midterm/Final

Balancing Act

Employee Role

- Sense of integrity
- Dependable
- “Administrator” rights
- Professional attire/Badge
- Time clock
Road Map

Structuring
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) – Primarily juniors who augment Level 1 technical support at their assigned high schools
- Entry Level 2 (E2) – Primarily seniors who augment Level 1 technical support at their assigned elementary schools

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

Recruiting
Recruiting

Phase 1
- Leadership
- Road show
- Guidance counselors

Phase 2
- Classroom visits
- Broadcasted announcements
- Web sites and flyers

Market to District employees
Market to students
Results in optimal candidates
Recruiting
Martin County School District
Students Supporting Schools (S²)
Q&A

1. What is S²?

Students Supporting Schools (S²) is a student enterprise that enhances classroom instruction by offering authentic, life experiences and customer support opportunities. High school students are recruited and trained to assist the three comprehensive high schools and 11 elementary schools by providing Level 1 technical support.

2. Is it open to all students?

Juniors and seniors at the three comprehensive high schools may apply. Students must be in good academic standing in order for them to have an internship elective. Students supporting the elementary schools must have reliable transportation and be willing to travel.

3. How will we recruit students?

District will provide posters and additional information in the announcements and bulletin. District is also taking a "road show" to each high school to brief administrators and faculty so they can discuss with prospective students.

4. How are students selected?

Each student completes an application and submits a principal recommendation form to their guidance counselor. District staff will review documents and then coordinate interviews at each school site to determine the optimal candidates. Students supporting the elementary schools must have reliable transportation and be willing to travel.

5. What attributes/skills are you looking for in students?

Of premier importance is a sense 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.

If you enjoy IT work and interacting with people, and you will be a sophomore, junior or senior who wants to hone your technology skills, here is an opportunity to gain job experience while in school. An added benefit for juniors and seniors with reliable transportation includes earning a pay check.

Available Positions

- E1s provide level 1 technical support at high schools. Volunteer positions available for qualified sophomores, juniors and seniors
- E2s provide level 1 technical support at elementary schools. Paid positions available for qualified juniors and seniors

Requirements

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

For more information or to apply: See your guidance counselor or contact the District Coordinator, Dr. Malham (219-1200, 30030)
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

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<th>Professional Traits</th>
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Do you recommend the above named student be enrolled in the program?

Yes____  No____  Only recommend as an E1_____

Guidance Counselor Signature       Date ________

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 March 13, 2015.

Industry Certifications (check all that apply): MOS___ MTA___ COMPTIA A+ ___
Software proficiency (check all that apply): Windows7___ Windows8___ Apple OS___ Unix/Linux___
Hardware proficiency (check all that apply): Desktop___ Laptop___ Smartboards___

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 dressing professionally and attending ongoing training that shall be advertised 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 MCSD Student Handbook.

If I am an E2 level of support student, then my academic schedule must support having an internship elective for first or second period. 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 (minimum wage currently is $8.05). I must manage my schedule so if I am late to second block, then I shall face disciplinary action.

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

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Road Map

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
Job Description

- **Hiring**

**THE SCHOOL BOARD OF MARTIN COUNTY**

**EI/E2 TECHNICAL SUPPORT**

**QUALIFICATIONS:**
1. Currently enrolled in Student-Supporting Schools (SSS) program.
2. Industry certification in one or more of the following: 500, MTA, CompTIA, or A+ (preferred).
3. Valid Florida driver’s license (EI only).
4. Reliable transportation (EI only).
5. Analytical mind to quickly identify and solve problems.

**KNOWLEDGE, SKILLS AND ABILITIES:**
- Installation and troubleshooting knowledge of desktop operating systems, such as Microsoft Windows.
- Facility with mobile computing devices such as Android & Apple tablets and other portable computing devices.
- Installation and troubleshooting knowledge of common personal computer hardware and peripherals such as printers, storage, and networking equipment.
- Ability to work independently and support users in a timely and professional manner.
- Ability to maintain accurate and organized records.
- Ability to analyze, troubleshoot and provide solutions.

**REPORTS TO:** Site Administrator

**JOB GOAL:**
To provide Level 1 technical support services for assigned school site.

**PERFORMANCE RESPONSIBILITIES:**
- 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.

**Employee Qualities/Responsibilities:**
- Ability to work independently and within a team environment.
- Must be willing to work extended hours and be on call in a pinch.
- Must have excellent communication skills.
- Must be an effective listener.
- Must be a self-starter.

**Interpersonal Communication and Delivery:**
- *(12)*: Exercise self-control when working with others.
- *(13)*: Keep supervisor informed of potential problems or unusual events.
- *(14)*: Use effective, positive interpersonal communication skills.
- *(15)*: Respond to inquiries and concerns in a timely manner.

**BOARD APPROVED: 6/16/19**
Road Map

Training
Training

- Pre-school training
- Monthly professional development
- Resources
  - Mentors
  - Website
  - User guides
- Media Specialists
Training

- Asset management
- Cable management
- Career opportunities
- Customer service
- District and school site technology
- Polices and procedures
- Printers
- Networking
- Troubleshooting
- Work Orders
Training

Students Supporting Schools (S3) Program

Overview

Students Supporting Schools (S3) is a student enterprise that enhances classroom instruction by offering authentic IT experiences and customer support opportunities. High school students are recruited and trained to augment the three comprehensive high schools and 11 elementary schools by providing Level 1 technical support.

In The News

FY 2015-2016 Applicants
Registration is closed for the 2015-2016 school year. However, if you have an interest for Second Semester (Spring 2016), then contact Dr. Alabama.

Channel 9 News Segment
The website is outside the MCSD network and may not reflect the views and opinions of the MCSD. The MCSD does not endorse any content on the site.

Southeast Education Network (SEEN)
The website is outside the MCSD network and may not reflect the views and opinions of the MCSD. The MCSD does not endorse any content on the site.

Your Voice Weekly

Contact Information
Mark C. Mahon, E.D., Coordinator, CTE & Curriculum (772) 219-1300, ext. 10060, mahonm@martinschools.fl.us

Program Resources
- ST employee handbook
- Weekly Grade Sheet
- JHHS Calendar
- MCSD Calendar
- SPS Calendar
- Training: August - Notes
- Training: August - Orientation
- Training: August - Troubleshooting Procedures
- Training: August - Media Specialist Orientation
- Training: October - Time Management
- Training: November - Skills Troubleshooting
- Training: January - Professional Behavior and Hospitality
- Training: February - Teamwork
- Training: March - Time Management and Customer Service
- Training: April - Asking the Right Questions
Training
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)

Processed and completed 1,516 work orders (SY 2015-2016)
Sustaining

- Evaluating
  - Informally receive feedback from mentors
  - Formally evaluated on a weekly basis
- Midterm/Final
- We 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

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<th>Name (Last, First)</th>
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<td>Poor (0 Pts)</td>
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<td>Communication</td>
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<td>Planning and Organizing</td>
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Road Map

Graduating
Graduating

- Letter of recommendation
- Social…celebrating success!
Graduating