

# Students Supporting Schools

S3 Program

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# Expectations of S3 Students

- Consider the S3 as your first line of troubleshooting prior to moving it up the chain
- Training every year prior to school start up
  - Customer Service
  - Basic Troubleshooting
  - Asset and Cable management
  - Classroom Technology Smart-BrightLink-Promethean
  - Security and Confidentiality Awareness
  - Asset and Cable Management
  - Basic Network Configuration
  - iSupport Ticketing system

# Continued Education

- Monthly Training
- Students volunteer their time to Attend
  - Presentation from Student
  - Special Guest Speakers
  - Discussion on progress of Students. Updates on district projects and assist with questions and answers.
  - Administrative notices and questions and answers
  - Media Specialist are welcome to attend and support their student

# Expectations of Media Specialist

- Students need a Ticket for all requested work
  - Student shouldn't create tickets for themselves
  - No “quick looks” without a ticket
  - Student will Tier 2 ticket if unable to repair
  - Students work with DST's for help and knowledge
- Students are ET employees
  - Required to submit 2.5 hours per working day
- Plan for students arrival the day before
  - Check tickets in your iSupport queue and move to student queue
  - Create tickets for students for request needing attention
  - Leave a message with instructions

# Expectations of Media Specialist Cont.

- **Prohibited Tasks for S3 students**
  - AV setup-portable PA
  - School Inventory
  - Work on non district devices
  - Installing non district devices (printers, scanners)
  - Car line
  - Book Checkout
  - Anything you would not ask a DST to do

# New Look- iSupport

The screenshot displays the iSupport web application interface. At the top, the browser window shows the URL `ic-ipt/User/Dashboard`. The dashboard features a navigation bar with three main options: **Create a new incident**, **Check on all your incidents**, and **News**. The main content area is organized into several categorized panels:

- Software & Applications** (Dark Blue): Includes buttons for ActivInspire, FOCUS SIS, Edgenuity, iObservation, Microsoft Office (Outlook, Word, Excel), Pinnacle, Safari Montage, SMART Notebook, TERMS Business Systems, and Other Software.
- Computers** (Dark Blue): Includes buttons for Desktop Computer, Laptop Computer, Laptop Cart, Printer \ Managed, Printer \ Non Managed, and Other Devices.
- WiFi & Network** (Orange): Includes buttons for WiFi Issues and Network Drop Issues.
- Accounts & Web Filtering** (Red): Includes buttons for Web Filter Request, Staff Account, and Student Account.
- Phone System & Radio** (Light Blue): Includes buttons for Desk Phone Issues, Site Phone System Issues, Site Portable Radio, Public Safety Radio, and District Cell Phone.
- Food & Nutritional Services** (Green): Includes buttons for Manager Workstation, Service Line Workstation, and Food Service Software.
- Instructional Technology** (Light Blue): Includes buttons for Promethean Board, SMART Board, Epson Bright Link, Document Camera, Audio Enhancement, and Other Data Projector.

The bottom of the screen shows a Windows taskbar with various application icons (including Chrome, Word, and PowerPoint) and a system tray with the date **8/5/2015** and time **2:01 PM**. A watermark for **Tracie Louise Photography** is visible in the bottom right corner.



# S3 Program –Students Supporting Schools and You

Thank you for Coming

Any Questions?