Martin County School District
Students Supporting Schools (S^3)
Q&A

1. What is S^3?

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.

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?

It is done primarily through guidance counselors. District also provides posters and suggested narratives for televised announcements and bulletins, as well as *ConnectCall* to parents.

4. How are students selected?

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

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

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

Of premier importance is a sense of integrity and self-discipline. Students should also possess communication, interpersonal, personal management, and problem solving skills. Although technical skills are important to the position, this skill can be taught if the student has strong soft 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.

7. What are students allowed to do?

Students will perform Level 1 duties, which include:

- install, configure, and upgrade computer devices and peripherals
- diagnose and troubleshoot common problems and system malfunctions of software, hardware and peripherals
- review process, and closeout work order tickets

8. What are students not allowed to do?

Students are not allowed to ask teachers or administrators for passwords.   Students are not allowed to view personal student data. Therefore, programs such as FOCUS should be closed out before students are allowed onto a teacher's or administrator's computer. Additionally, E2 students are expected to manage their schedules to return to their host school on time; students who are late will be recorded as tardy.

9. To which courses are these students assigned?

Students are enrolled in either Executive Internship 1 (0500300) or Executive Internship 2 (0500310).

10. Who is responsible for these students?

Although there are district coordinators who are responsible for supervising the program, students are assigned to the media specialists who serve as the teacher-of-record.

11. How will students be graded?

Media specialists will complete a weekly grade sheet.

12. What do you expect of these students?

Although it is a class, students are expected to conduct themselves as if they were working for an employer. It is imperative students show up for work and perform their assigned tasks in a timely manner, all of which be conducted with little to no supervision.

13. What training will these students receive?

Students will have a one-day orientation with ET in early August. Students are expected to attend subsequent training, most likely conducted on early release days. In a student-centric forum the District staff will facilitate sessions covering customer service, documenting issues, technology upgrades, and diagnosing/troubleshooting equipment.

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14. What is their work schedule?

E1 students will work whenever the internship course is slated on their schedules. E2 students will work onsite at the elementary from approximately 7:30 to 9:30 am, ensuring they allow enough time to return to their host schools. Hence, their internship course will be slated for First Block.

If an E2 student's schedule does not accommodate First Block, then the possibility of scheduling later in the day may be an option.

15. How much are students paid?

E1 students are not paid. E2 students are paid $15.00 per hour. E2 students do not receive mileage reimbursement.

16. What are the likelihood students can be promoted?

Depending upon availability of positions in the ET department, students may have the opportunity to apply for a fulltime SST position after graduating from high school.

17. How are hours recorded?

E1 students are to report to the media specialist as it they were reporting to an assigned class. E2 students—who will be issued an ID badge—will clock in at the elementary school and then report to the media specialist. E2 students will clock out before leaving the elementary school.

18. How are middle schools supported?

ET hires Site Support Technicians (SSTs) to support the middle schools.

19. What is the difference between Site Support Technicians (SSTs) and the students?

The duties are similar. SSTs are full-time ET employees who are supporting the middle schools, while high school students are supporting the high schools and elementary schools.

20. How do we enforce on-the-job professionalism and not open the door to unprofessional conduct?

Through the application, recommendation, and interview processes, we expect to filter out candidates that are not optimal for the program. During the initial training the importance of adhering to legal and ethical policies will be enforced. Students found violation policies will be removed from the program and may be subject to disciplinary action per the *MCSD Student Handbook*.