Student Innovation Team
(Help Desk)

Tara Gauthier & Shawna Powers
History Of 1:1 In Shrewsbury

- 2012-13 grades 5 & 6
- 2013-14 grade 7
- 2014-15 grade 8
  - 1:2 pilots in K & grade 4
  - iPad carts at high school
- 2015-16 4th year of 1:1
  - Year 4 for the current freshmen
  - 9th - 12th grade
Why A Help Desk

- First line of response for technical issues
- Works with and helps IT
- Train faculty and students
- Research new apps and make recommendations
- Students serve as in class experts for teachers and classmates
- Real world problem solving and customer service experience for students
Becoming A Reality

- Site visits to other 1:1 schools
- Collaborated with other school help desks
  - Burlington
  - Bishop-Feehan
  - Grafton
- Piloted as an internship
- Work closely with the IT Department
Preparation for iPad Distribution

- **June**
  - Students in grades 9-11 created their Apple IDs
    - Some sessions were run by SIT students

- **July**
  - Student volunteers came into the school to help set up the iPads
  - Distribution meeting with Apple
  - Meetings to develop Digital Citizenship video

- **August**
  - Created and finalized Digital Citizenship video
  - SIT class came in and set-up their iPads to testing out the process
High School Distribution Day

- Student Innovation Team & Other Student Leaders
  - Assisted faculty on Distribution Day
- 1600+ Student iPads distributed within 4 hours
  - Grade levels rotated every block
  - IT desk setup for problem solving in the Media Center
  - 3 Teachers with each group delivered presentation of instructions
- 2 Apple Reps onsite for support
Weeks Following Distribution

- **Expectations vs Reality**
  - Training Students
  - Ticketing System

- **Customer Service on the Job Training**
  - Ticketing system
    - Proper way to write emails
      - Addressing students and faculty
      - Professional vs. Friendly Conversation
  - What to do when you get an angry response
  - Answering phone
  - Assisting students face-to-face at the help desk
Process For Ticketing System

- RT Request Tracker is our ticketing system
- Students and teachers experiencing technical problems send email to Student Innovation Team Help Desk at studentithelp@shrewsbury.k12.ma.us
- If a student comes to the media center, we will create the ticket for them
  - Even if it is a simple fix, a ticket is created so that there is a record of the issue
- Student needs a pass to come to media center
- Ticketing system has a section for comments that only SIT (and IT) can see
- IT can see all SIT tickets and comment on them
- Tara gets copies of all tickets and responses sent out by SIT students
Format for Writing Emails/Tickets

1. Introduce yourself
2. Explain that you were assigned to help with the issue
3. Discuss the issue and how you will help to solve it
4. In closing, offer further assistance and provide available times to come to the help desk if needed
### 10 highest priority tickets I own

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>Priority</th>
<th>Queue</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>23845</td>
<td>Need Notability on laptop</td>
<td>0</td>
<td>SIT-SHS</td>
<td>open</td>
</tr>
<tr>
<td>24654</td>
<td>There is a problem Pearson eText in iOS 9</td>
<td>0</td>
<td>SIT-SHS</td>
<td>open</td>
</tr>
<tr>
<td>24754</td>
<td>Broken charger</td>
<td>0</td>
<td>SIT-SHS</td>
<td>open</td>
</tr>
<tr>
<td>26625</td>
<td>keyboard</td>
<td>0</td>
<td>SIT-SHS</td>
<td>open</td>
</tr>
</tbody>
</table>

### 10 newest unowned tickets

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>Queue</th>
<th>Status</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>26687</td>
<td>Space bar malfunction</td>
<td>SIT-SHS</td>
<td>new</td>
<td>12 minutes ago</td>
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</table>

### My reminders

#### Quick search

<table>
<thead>
<tr>
<th>Queue</th>
<th>new</th>
<th>open</th>
<th>stalled</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIT-SHS</td>
<td>3</td>
<td>30</td>
<td>3</td>
</tr>
</tbody>
</table>

### Dashboards

### Refresh

Don’t refresh this page.

### Quick ticket creation
I am missing several apps, such as the Pearson Etext/schools app, on my iPad.

Sent from my iPad

Hi Christopher!
My name is Kevyn. I work at the Student Innovation Team. I was assigned to your ticket and I'm glad to help you! Did you recently join your class? If so, just wait for the system to start update the apps tonight, and the apps should start downloading. If the problem still exists, please contact me when you have studies so we can assist you.

Sincerely, Kevyn

On Wed Sep 02 13:04:43 2015, ccsema18 wrote:
- [Snow quoted text -]
SIT as a Course

- Teaching classroom vs helpdesk
  - online assignments
  - daily changes (flexibility is critical)
  - weekly due dates

- ILE
  - 20% time
  - each student has one designated day each week to work on this

- What we offer students & staff
  - trainings (face to face and video tutorials)
  - first line of response for technical issues
  - in class assistance (projects, projecting)

- Located in media center

- Teacher Technology Site: [https://sites.google.com/a/shrewsbury.k12.ma.us/techforteachers/](https://sites.google.com/a/shrewsbury.k12.ma.us/techforteachers/)
Student Innovation Team Combined Course: 2015–2016

Shrewsbury High School

**AirServer**
Please use this Discussion as an area to post your comments (positive and negative) while testing out AirServer. We are looking into using this in place of Reflector1 and Reflector2 to reflect at...

**Free App Friday**
Please start checking out and reviewing free Apps related to education that we may be able to use here at the school. I would like to create a blog post every Friday reviewing a "new" Free App...

**iOS 9 – The Good, The Bad, and The Features**
For those of you that "did not listen" and jumped the gun to download iOS 9. Please use this discussion board to post what is good about it, any issues that you have, and features that you like or...

**Module 2**

- [Customer Service](#)
- [S.M.A.R.T. Goals for ILE](#)
- [ILE Topic Discussion](#)
- [WordPress Blog](#)
Welcome to the Technology Resource Site for Teachers in the Shrewsbury Public School System. This site is developed as a resource for teachers to find information on how to use different apps and programs as we move forward on our 1:1 initiative.

### Implementation Resources

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<th>Title</th>
<th>Last Modified</th>
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<tr>
<td>Proposed New Courses and Electives for 2015-2016.pdf</td>
<td>Jan 14 Tara Gauthier</td>
</tr>
<tr>
<td>SHS 1-1 Implementation Plan Draft 12.30.14-2.pages</td>
<td>Jan 14 Tara Gauthier</td>
</tr>
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Course Description

Student Innovation Team

The Student Innovation Team is a hands-on course that focuses on problem solving, research, and training. Members of the Innovation Team serve as first-level technology support for all teachers and students, assessing problems and identifying the best approaches to solving the problems. As part of the course, students will pursue an independent learning endeavor (ILE) in one of four areas: innovation, design, entrepreneurship, or applications. In addition, students will research new and updated Apps for the iPad and create training videos and written tutorials for the high school community.
Unanticipated Challenges/Issues

- Ticketing System
  - Students need to be reminded that they must maintain a professional tone when communicating via email/ticketing system with friends
    - Students tend to use familiar language
- Reminders to stay on task and meet deadlines
  - Use Schoology calendar for due dates
- Collaboration for class projects
  - Everyone should be participating
Providing a Service to Our School

Students notify teacher when issues arise (Air Drop, V Share App)

“The students were extremely helpful, mature, patient and committed to helping me achieve my technology goals.” - Jean Brunell, SHS Teacher

“The Student Innovation Team is critical in supporting the IT department. The best part is empowering students to be leaders in technology. Their work highlights their ability to think critically, collaborate, and find solutions.”

- Todd Bazydlo, SHS Principal
Providing a Service to Our District

Insurance Video for Families
"Taking the SIT course aids us in learning how to interact with people on a more professional level. The aspect of meeting new people and becoming familiarized with the iOS interface is definitely the most beneficial part of the course." - Ash

"The Student Innovation Team gave me a new appreciation for customer service representatives. Many times I feel frustrated when I do not know how to solve an issue or when I cannot communicate my thoughts effectively. I have learned that patience is the key to effectively helping people. You have to understand and respect that not everyone works at the same pace. I will apply this knowledge to my future professional interactions." - Jess
"Student Innovation Team is a very unique course that allows me to learn about technology while also assisting others by using what I know about the subject. Another key element of the course is the Independent Learning Endeavour, which allows me to use one class a week to learn how to code for iOS, a skill that will be very useful throughout my life." - Tom

"The S.I.T course is a great way to learn interactive skills with customers, as being able to properly communicate with people, is a very important trait in the real world." - Kevin
What Is Your Favorite Part Of The Course?

“My favorite part of being on SIT is the ability to use knowledge on a topic I enjoy, to help others fix an issue alongside other students, before they have to go to a teacher for help. “ - Helen-Ann

“My favorite part of this class is being able to do hands on work with students from our school.” - Akram
What Advice Would You Give Others Interested In This Course?

“This is unlike any other course since it gives one freedom and independence to choose a topic of their interest. Then, the student has the ability to work on that project during 20% of their time in conjunction with general customer service.” - Ben

“Enjoy a challenge, don’t just sit and wait for someone else to do it. If a complicated issue comes in, work on it and enjoy the challenge.” - Max

"This class offers students the ability to pursue their interests in class, be it music, programming, economics, or even the biometrics of running, all while the student learns the skills necessary to be an effective communicator through customer service. You will become an asset to the school in a variety of ways.” - Vesko
Upcoming Projects

- Digital Citizenship PSAs for all students in grades 9-12
- Parent Video Tutorial on Schoology
  - Our new learning management system
- Collaborating with our middle schools to developing a similar program
  - HS Students working with and mentoring middle school students
ISTE Standards Addressed Through Course Students

1. Creativity and innovation
   Students demonstrate creative thinking, construct knowledge, and develop innovative products and processes using technology.
   a. Apply existing knowledge to generate new ideas, products, or processes
   b. Create original works as a means of personal or group expression

2. Communication and collaboration
   Students use digital media and environments to communicate and work collaboratively, including at a distance, to support individual learning and contribute to the learning of others.
   a. Interact, collaborate, and publish with peers, experts, or others employing a variety of digital environments and media
   b. Communicate information and ideas effectively to multiple audiences using a variety of media and formats
   c. Develop cultural understanding and global awareness by engaging with learners of other cultures
   d. Contribute to project teams to produce original works or solve problems
3. Research and information fluency
   Students apply digital tools to gather, evaluate, and use information.
   a. Plan strategies to guide inquiry
   b. Locate, organize, analyze, evaluate, synthesize, and ethically use information from a variety of sources and media
   c. Evaluate and select information sources and digital tools based on the appropriateness to specific tasks

4. Critical thinking, problem solving, and decision making
   Students use critical thinking skills to plan and conduct research, manage projects, solve problems, and make informed decisions using appropriate digital tools and resources
   a. Identify and define authentic problems and significant questions for investigation
   b. Plan and manage activities to develop a solution or complete a project
   c. Collect and analyze data to identify solutions and/or make informed decisions
d. Use multiple processes and diverse perspectives to explore alternative solutions

5. Digital citizenship

Students understand human, cultural, and societal issues related to technology and practice legal and ethical behavior.

a. Advocate and practice safe, legal, and responsible use of information and technology
b. Exhibit a positive attitude toward using technology that supports collaboration, learning, and productivity

c. Demonstrate personal responsibility for lifelong learning
d. Exhibit leadership for digital citizenship

6. Technology operations and concepts

Students demonstrate a sound understanding of technology concepts, systems, and operations.

a. Understand and use technology systems
b. Select and use applications effectively and productively
c. Troubleshoot systems and applications
d. Transfer current knowledge to learning of new technologies
Contact Us

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