

Be an App Expert

Project Overview:

Students choose software applications that they and their school or site use frequently and learn the basics of using that software.

Once they understand the software, they then learn common problems or issues that arise within that software and troubleshooting steps to resolve.

As experts, they teach or share how to use this software with their school (teachers and/or students and community) virtually or live.

What software is used by most teachers, students and others at your site? Are there web apps that are often used? What apps do your users have the most trouble with? In groups, teams or individually have students work on becoming an expert one of those apps.

Ideas for Getting Started:

Your **app expert help desk** could be in charge of the following:

- Teach students, teachers, parents, community [run monthly training events after school or during assemblies, go class to class as requested, create how to videos]
 - How to search better
 - Online safety and cyberbullying
 - How to use email, chat, or any software program
- Offer a web design service (create school or teacher web pages)
- Run a school/teacher/community wiki or blog
- Offer a teacher content creation service [teachers provides the content, students provides the media - presentations, videos, podcasts, resource collection]
- Troubleshoot application issues [1 or 2 MOUSE Squaders identified in each class; MOUSE Squaders cover the computer lab to assist; determine MOUSE Squad availability for assistance]

Module	Suggested Module Activities	Supplemental Activities	Additional Resource Links
Module 2: Problem Solving and	Becoming a Good Problem Solver		

Troubleshooting * relate all examples to software instead of hardware			
	Tips for Effective Troubleshooting		
	MOUSE Methodology for Troubleshooting: UMCHS		
Module 3: Computer Users and User Error	Learning to Identify a Customer's Technology Level		
	Dealing with Difficult Clients: Think GRULARS		
	Asking the Right Questions		
	Common User Errors		
Module 7: Software – Programs to Get the Job Done Software Applications	Programs vs Files	<p>Learn what the application is used for</p> <ol style="list-style-type: none"> 1. Identify an outcome/product you wish the application to produce for you. 2. Create a list of all software in your school and include possible products that it can be used for 3. Create a preferred list of best software for the task 	<p>If you have access to the program CDs or DVDs, they may have some good practice files and templates on them.</p>

		<ul style="list-style-type: none"> 4. View standard unbiased reviews of software at cnet reviews 5. Include criteria for running (tech specs) 6. Rate the software ease of use based on your clients skills (simple for students, difficult for teachers) 	
	A Software Challenge: Word Processing	<p>Identify the basic parts of the application</p> <p>Get to know the lingo of the software</p>	
	A Software Challenge: Spreadsheet	<p>Review help files – this will give you a hint of what problems users may run into</p> <p>Review books and online tutorials – look at what they emphasize for basic and advanced learners</p>	
	A Software Challenge: Presentation Software		
Module 10: The Talented & Trusted Technician	MOUSE Squad Rules of Operation	<p>Student can create their own business cards and/or create business cards for teachers.</p> <p>Example:</p>	MOUSE Squad of California logos

		Belle Haven MOUSE Squad students created business cards to give to clients (teachers) at the end of an issue resolution.	
	Communication: The Antivirus		
	See What I See: Practicing Communication		
	What is Good Communication?		
	Professional Etiquette		
	Earning Trust and Respect		
	MOUSE Squad Pledge		