

Media Specialist Help Desk

Project Overview:

Students are responsible for the setup, maintenance, troubleshooting and storage of a variety of electronic devices used in classrooms, assemblies and other activities around school. Examples of these devices are interactive whiteboards, projection systems, responders, eReaders, and other electronic devices used for instruction or presentation.

Ideas for getting started:

Your media specialist help desk could be in charge of the following:

Teaching and assisting teachers with the use of electronic devices in the classroom.

The setup, maintenance, and storage of electronic devices used in classrooms, assemblies and other activities around school.

1. Learn about the hardware specifications. Locate manuals and user's guides online.
 - a. Inventory the device. Keep a record of its, serial number, model number, product number, manufacturer, etc.
 - b. How is the device used?
 - c. What other equipment or supplies are needed?
 - d. If attached to a computer, is software required?
 - e. What are the instructions for setting up and shutting down the device
2. Identify the basic parts of the device such as control panels
3. Get to know the lingo of the technology
4. Review technical manuals and help files – this will give you a hint of what problems users may run into.
5. Setup rules of operation. Determine how the device will be handled (e.g. check out system, who is authorized to use the device, training requirements, etc.)

Suggested module activities:

	Suggested Module	Activities Supplemental	Activities Additional Resource Links
Module 8: Cracking the Case: Computer Hardware		Computer In A Box – Activity 1	http:// computer.howstuffworks.com/
	DreamLab: Learning Hardware Specifications		
	Computer Components	System Inventory – Using the System Inventory Form, fill in the	

		information by going to the Device Manager.	
		Computer In A Box – Activity 2	http://www.kids-online.net/learn/click/table.html
	Safety Guidelines		
	Break/Fix: Taking it Apart and Putting it Back Together	Computer In A Box – Activity 3	
Module 4: Wired & Wireless - Networking and Mechanics	Ports and Connections		
	The Command Prompt and the Terminal		
Module 5: The Operating System	The Operating System: Mac vs. Windows		
	Installing the Operating System		
	Routine Maintenance of the Operating System		
	Customizing the Desktop		
Module 6: Configuration Basics - Hardware and Peripherals	Exploring Control Panel (PC) and System Preferences (Mac)		
	Configure It!		
Module 2: Problem Solving and Troubleshooting	Becoming a Good Problem Solver		

Examples should relate to hardware and device settings issues	Tips for Effective Troubleshooting		
	MOUSE Methodology for Troubleshooting: UMCHS		
Module 3: Computer Users and User Error	Asking the Right Questions		
	Common User Errors		
Module 7: Software – Programs to Get the Job Done Software Applications	Programs vs Files		
	Installing and Removing End User Applications		
Module 10: The Talented & Trusted Technician	MOUSE Squad Rules of Operation		
	See What I See: Practicing Communication	Student can create their own business cards and/or create business cards for teachers. <i>Example: Belle Haven MOUSE Squad students created business cards to give to clients (teachers) at the end of an issue resolution.</i>	MOUSE Squad of California logos
	What is Good		

	Communication?		
	Professional Etiquette		
	Earning Trust and Respect		
	MOUSE Squad Pledge		