

Project Lesson Plan: Help Desk

**If this is a NEW squad, complete lessons 1-9. If this is a continuing squad, you may skip lessons 1-9.
Based on a 50 minute class**

Lesson Order	Module Name	Required/Optional	Activity	Preparation	Class Periods	Internet Required?	Type of Activity
1	Official Squad Member	Optional	What is MOUSE Squad?	Down load the Video ahead.	7 minutes	Y	Video
2	Official Squad Member	Required	Get on MOUSE Squad: Create Account	Follow activity directions.	1	Y	Computer or tablet
3	Official Squad Member	Required	Create Profile	Follow activity directions.	1	Y	Computer or tablet
4	Official Squad Member	Required	Create MOUSE Squad Avatar	Follow activity directions.	1	Y	Computer or tablet
5	Official Squad Member	Optional	Blog about Avatar	Follow activity directions.	1	Y	Computer or tablet
6	Official Squad Member	Optional	Leading the Way- A Space Quest Game	Post-it notes, Markers, 1 large 4 signs, each with a different leadership style name written on it (Pilot, Explorer, Thinker, Collaborator) poster of leadership wheel or handout. Follow activity directions.	1 or 2	N	Hands On
7	Official Squad Member	Optional	What is a Team?	A whiteboard, chart paper, or digital presentation tool. You may choose to print and cut out each of the quotes on the Quotes About Teams page so you can distribute the quotes to different students. Otherwise, you might just assign them a number. Teamwork 101 contains some helpful background information if you are new to team building. Follow activity directions.	1	Optional	Hands On
8	Official Squad Member	Optional	Great Teams	Follow activity directions.	1	N	Hands On

9	Official Squad Member	Optional	Teamwork Game: Make some noise	Choose one game card set: Animals, Household or Vehicles. Print out copies of the cards . Cut it up into individual slips of paper. There are 6 different cards, 2 of each per sheet. If you have less than 12 students, keep the numbers in each animal group consistent when you distribute the slips to each student. If you have more than 12 students involved in a training, copy extra sheets, each sheet has 12 cards total. Make sure to print out at least 2 of each card that you use so that no one has a card without a match in the room. Follow activity directions	1	N	Hands On
10	Help Deskula	Optional	Help Desk Theater	Get to know the CaseTracker tool. CaseTracker Help and CaseTracker Webinar will get you started. Before you start the activity, have students watch the CaseTracker Overview. Open CaseTracker and project it as you describe the relay. Gather props/accessories and set them out for students to grab. Follow activity directions	1	Y	Video & Hands On
11	Help Deskula	Required	MOUSE Squad Rules of Operation	Materials to record brainstorm (whiteboard or chart paper, concept mapping program, etc). MOUSE Squad Rules of Operation Planning Guide Follow activity directions	1	Y	Computer or tablet
12	Help Deskula	Required	MOUSE Squad Jobs	Be sure you are well-versed with the jobs of MOUSE Squad. Learn more by watching the videos on MOUSE Squad Jobs. Follow activity directions	1	Y	Video & Computer or tablet
13	Help Deskula	Required	Managing Workflow	Materials or software to create forms and documents. Paper and copy machine (if printing). Review resources and determine which ones you will make available to students for daily use and how they will access them. Do you need to set up a repository to create and share files, such as Google Docs? You may have tools already at your site or on your computers (School Loop, Edmodo, a school server...). Create a few 'typical work day' for a MOUSE Squad technician. Or better yet, if you have them, ask veteran students to create one. Follow activity directions.	1 or 2	Y	Computer

14	Help Deskula	Optional	Track Ticket Requests	To help you prepare for this activity and facilitate the process of defining the Squad rules and procedures, review Determining MOUSE Squad Operations. Brainstorming and/or flowchart making materials (computer generated or paper) for individuals or group. Follow activity directions.	1	Y	Computer & Hands On
15	Help Deskula	Optional	CaseTracker Relay	One computer with access to Internet per team. Small Squads will have 2 teams; larger Squads might have more. Craft materials for creative challenges (pipecleaners/chenille stems, rubber bands, construction paper, etc.) Review the CaseTracker Overview, CaseTracker Help, and CaseTracker Webinar and/or complete the activity, Help Desk Theater. Follow activity directions.	1	Y	Computer & Hands On
16	Help Deskula	Optional	Take the MOUSE Squad Pledge	Determine if your Squad has additional pledge statements they should add to the commitment letter. Follow activity directions.	1	Y	Computer
17	Help Deskula	Required	Branding Your MOUSE Squad	Brainstorming materials or software. Drawing materials or software access to design logos, jingles, etc. Paper and copy machine (if printing). Be sure to check all online resources to be sure they are available using your classroom technology. You may choose to have drawing paper and colored pencils, markers, microphones and/or voice recorders available. Have a way for students to vote on the best pitch. You could use a tool such as SurveyMonkey or Poll Everywhere. Follow activity directions.	1 or 2	Y	Computer, Video & Hands On
18	Help Deskula	Required	Get the Word Out	Brainstorming materials or software. Paper or posterboard, drawing materials. Review resources and determine which ones you will make available to students for creating their advertisements. You may have other tools already at your site or on your computers (School Loop, Edmodo, Adobe Design software...). Have the posters from your MOUSE Squad Kit available as samples that can be used around your campus. Follow activity directions.	1 or 2	Y	Computer & Hands On

19	Hardware Hero	Required	Computer-in-a-Box	Computer-in-a-Box (CIAB) with parts, Computer Parts Data Record, Computer with Internet access (optional). Create a Computer-in-a-Box (CIAB) kit by finding nonworking parts and putting them into a box for students to take out and observe. Often your local computer recycler or reseller has nonworking parts that they will donate. Or your site may have old nonworking computers around that can be taken apart. Students can be involved in gathering the parts, asking for donations or taking apart the computers. Be sure that they follow safety guidelines if taking apart computers. See directions for list of parts. Follow activity directions.	1 or 2	Optional	Video & Hands On
20	Hardware Hero	Required	Computer Parts Challenge	It would be beneficial to have several Internet-connected computers for this activity. Print out copies, or make digitally available, the worksheet, Computer Parts Challenge. Follow activity directions.	1	Y	Video & Hands On
21	Hardware Hero	Required	Ports and Connections	Cables: USB, FireWire, Ethernet, etc. (Parallel/serial cables can also be used if your site has devices with these connections.) Gather cables such as USB, FireWire, Ethernet, etc. to showcase. Bringing along both wireless and wired network solutions would be most helpful. Bringing along a laptop or CPU to demonstrate the ports is also beneficial. Follow activity directions.	1	Y	Hands On

22	Hardware Hero	Optional	Escape from Motherboard City	<p>A nonworking motherboard for each team (collect these from recycle companies, old nonworking computers) Motherboard City Game Cards. Game pieces - use whatever you have available that is button-like to mark their path along the board. Travel Stamps - 1 page for each student. Computers with Internet connection (optional). Motherboard Research Log (optional). Prizes (optional) - this could be a certificate or MOUSE Squad swag (stickers, patches, flash drives, etc.). Print and cut Motherboard City Game Cards. There are 6 of each card. Gather enough game pieces so each student has a game piece. Game pieces should be able to stand on the motherboard or be sticky with putty, tape, etc. Print and cut Travel Stamps. This activity is best done in teams of 3-6. You may chose to have them practice before they play the game or use their resources as they play the game. You may want to use 1 session to prepare and research and another session to play the game. Follow activity directions.</p>	1 or 2	N	Hands On
23	Hardware Hero	Optional	DreamLab: Learning Hardware Specs	<p>Internet connected computer(s) for web research. Download and print several Note Taking Charts. Follow activity directions.</p>	1 or 2	Y	Computer or tablet
24	Hardware Hero	Required	Safety Guidelines	<p>Download and print copies of the Safety Guidelines Challenge worksheet. Follow activity directions.</p>	1	N	Hands On
25	Hardware Hero	Required	Break and Build Hardware	<p>Locate computers that can be taken apart and put back together again for each student group. The key is that you want a computer that is old enough to be out of circulation, but ideally is still in working condition so that it can be turned on and off. Ask your IT personnel if your site has any old working computers that MOUSE Squad can use for training purposes . Students can get involved in asking for donations. Have them write an ad on Craigslist or for the PTSA newsletter. People may have old computers in their house they are trying to get rid of, or people may work at places that are looking for creative ways to donate their old computers. Follow activity directions.</p>	1 – 3	N	Hands On

26	Hardware Hero	Optional	Refurbish That Old Computer	Ask friends, family and community businesses to donate their old computers or search your site for old computers that don't work or are too old. Some computers can be scavenged for parts - find the best parts and pull them together to create 1 great computer. Follow activity directions.	2 or more	N	Video & Hands On
27	Hardware Hero	Optional	Laptop FastFix	Demonstration laptop (this should be a laptop that you feel comfortable letting students remove batteries or turn upside down- it could also be an old non-working or broken laptop) Scratch paper or word processing program for planning, jotting ideas, organizing thoughts, practicing. Grab Bag for drawing laptop problems. Prizes (optional) - could be MOUSE Squad stickers, badges, lanyards, flash drives, etc. Follow activity directions.	1	N	Hands On
28	Hardware Hero	Required	Preventative Maintenance for Hardware	Prepare a Cleaning Kit which may include, Electronic Wipes or soft cloth, Electronic cleaner, alcohol or simple water mixture, Canned, compressed air, air hose, or electronics vacuum (battery operated), Cotton swabs, toothbrush, paintbrush - something to remove dust from ports and crevices, Clipboard, pen/pencil or mobile device with digital checklist (iPad, tablet, iPod, etc.), MOUSE Squad Tool kit or at least screwdriver and maybe pliers (Optional), Dust masks and other safety equipment you determine necessary (goggles, grounding strap, etc.). Computer Checklist - print or use this checklist digitally or create your own. Follow activity directions.	1	Y	Video & Hands On
29	Hardware Hero	Optional	Basic Laptop Care	Have cleaning supplies on hand and anything else that would help you demonstrate the five topics described in Basic Laptop Care. For the demo: review the guidelines described in When Spills Happen. If possible, watch the 10 minute video, Lenovo CSI at your site. Have whiteboard, chart paper, brainstorming software or other for record ideas For demonstrating a laptop spill: A laptop, A cup of warm water, a blow dryer, and a soft, lint-free cloth for cleaning a laptop. Follow activity directions.	1	Y	Video & Computer or tablet

30	Appstronaut	Optional	Browser Hunt	At least 1 web browser with access to settings Screen capture software (optional) Presentation computer to demonstrate their findings (optional) Some way for students to keep track of points earned. Follow activity directions.	1 or 2	Y	Computer or tablet
31	Appstronaut	Optional	Programs vs Files	You may want to set up a folder than may have both software application icons as well as data files. Search for some resources that describe the difference between software application files (the program, Microsoft Word) and data files (e.g., a word document). Follow activity directions.	1 or 2	Optional	Computer, tablet & Hands On
32	Appstronaut	Optional	Install & Remove Applications	Computer(s) that meets the minimum hard drive and memory requirements with a working operating system. Software application(s) CD/DVD or download image with validation and/or activation keys or serial numbers and compatible with the operating system on the computer. The installation directions for the software you are installing. If you have a demonstration device connected to the Internet and a projector, you can demonstrate the steps and then have students follow along on their own (working either individually or in small groups). Follow activity directions.	1	N	Computer
33	Appstronaut	Optional	Create your MOUSE Squad Mobile App	Gather any tablets, phones or iPod devices (any platform will do) and determine how many students will team together to explore the device. If you do not have any mobile devices available, students can explore the app through reviews online at the Google Play Store, Windows App Store, or iTunes's App Store. Follow activity directions.	1 or 2	Y	Tablets
34	Appstronaut	Optional	Getting to Know Your Software	One way to guide Squad Members through this activity is to have a demonstration computer connected to the Internet and a projector. In this way, you can demonstrate the steps and then have students follow along on their own computers (working either individually or in small groups). Choose a concept mapping program that students will work with. Make sure you have access to any online sites you might use. Follow activity directions.	1	Y	Computer

35	Dr. Troubleshooter	Optional	Become an Information Detective	Create a social bookmarking site for your MOUSE Squad such as Symbaloo or Diigo (free to Educators). This will be a site where resources can be shared within the Squad. Review the activity and the resources used to help students along the way. This will provide you with a sense of the types of answers they may find. Follow activity directions.	1	Y	Computer
36	Dr. Troubleshooter	Required	UMCHS: A Tool for Troubleshooting	Review the background information provided in MOUSE Method for Troubleshooting and familiarize yourself with the Knowledge Base resources. Make sure to have your U.M.C.H.S Poster that came with your MOUSE Squad kit displayed to help focus your discussion on troubleshooting. A Spanish version of the U.M.C.H.S Poster can be found here. You can either download and print the UMCHS Cards to use in the hands-on activity or have students create their own letters. Follow activity directions.	1	N	Hands On
37	Dr. Troubleshooter	Optional	Schedule Sleuth: A Maintenance Problem	Print or make digitally available a copy of the MOUSE Squad Maintenance Schedule for each group Follow activity directions..	1	N	Hands On
38	Dr. Troubleshooter	Optional	Troubleshooting Q&A	Print or make digitally available a copy of the Troubleshooting Flow Chart for each group. Follow activity directions.	1	N	Hands On
39	Supportasaurus	Optional	Know Your Customer	Materials for making posters. Brainstorming materials or software. Download the Know Your Customer Worksheet. Follow activity directions.	1 or 2	N	Hands On
40	Supportasaurus	Optional	What is Good Communication	Review the What is Good Communication? activity page and think up different examples of good and poor communication. Be sure to brainstorm examples of specific things speakers might do to make them ineffective communicators. You may want to have video cameras available for student to record their role plays. This will allow them to reflect on what was actually being communicated both verbally and physically with body language. Follow activity directions.	1	N	Hands On
41	Supportasaurus	Optional	Professional Etiquette	Materials to record group brainstorms (concept mapping program, chart paper, whiteboard, etc.) . Download the Brainstorming Template. Follow activity directions.	1	Y	Computer & Hands On

42	TECH-Cessorista: Accessories	Required	TECH-cessories Inventory	Brainstorming software or materials to capture list of TECH-cessories. TECH-cessories Inventory handout. TECH-cessory Device Details handout.	1	Optional	Hands On
43	TECH-Cessorista: Accessories	Optional	Printer Problem PlayOff	4-6 computers that can be manipulated for printing problems. 1 or more printers that can be manipulated for printing problems. Mock tickets (paper or Case Tracker) with problems feedback card for client. Prizes (optional). Download the Client Feedback Card. Follow activity directions.	1	Y	Printers and Hands On
44	TECH-Cessorista: Accessories	Optional	Teach it to Learn it – Interactive Whiteboards	Access to Interactive Whiteboard. Software and drivers for using computer with Interactive Whiteboard. IWB Project Management handout for each team (or upload as sharable file). Follow activity directions.	1 – 3	Y	Computer & Whiteboard

More activities on maintaining and supporting tablets to come soon!