



FOREST LAKE AREA HIGH SCHOOL
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Course Title: Instructional Technology Support Team (ITST) I

Grade Level: 10-12

Credit Hours: 1.0 credit media elective (120 Hours)

Course Description:

This course is for students who are interested in developing technology support skills and applying these skills in a professional setting. Students will develop knowledge and understanding of a wide range instructional technologies. Students will use this knowledge to assist their peers and staff members in accessing classroom electronic resources and electronic media resources. In addition to hands-on help desk experiences, students will work independently and in groups to attain certification through a nationally recognized educational program called MOUSE. This course requires enrollment for 2 terms in a given school year, and participating students must participate in periodic meetings outside of the regular school day.

Prerequisite:

Students must apply for the ITST program, and will be admitted with instructor approval.

Alignment with Minnesota Academic Standards or national/state content standards:

ISTE Technology Standards for Students

Learner Outcomes:

1. Develop troubleshooting skills for issues with instructional technology.
2. Learn the basic operation of both hardware and software and how it is applied to instructional technology.
3. Develop and employ effective communication skills with staff, supervisors, and peers.
4. Learn how to be an active listener.
5. Assess client's' technical abilities, and adjust communications appropriately.
6. Employ problem solving and independent learning skills.
7. Set goals for personal learning.
8. Understand and demonstrate professional behavior appropriate for the educational environment.
9. Earn trust and respect from others.
10. Assume leadership roles as appropriate.

Course Outline:

1. Instructional Technology Support Overview

- a. Enrolling in Mouse Squad
 - b. Behavioral Expectations
 - c. Getting started as a Instructional Technology Assistant
2. Running a Help Desk
 - a. Rules of Operation
 - b. Managing Workflow
 - c. Marketing your Services
3. Working on Hardware
 - a. Computer Anatomy
 - b. Safety Guidelines
 - c. Maintenance & Repair
 - d. Common Issues
4. Operating Systems
 - a. OS Identity (Mac, PC, Android, iOS, & Linux)
 - b. OS Maintenance
 - c. Navigating the OS
 - d. Common Issues
5. Software Support
 - a. Overview of software/apps
 - b. Productivity Software
 - c. Common Issues
6. Troubleshooting
 - a. Defining the problem
 - b. Finding solutions
7. Customer Service
 - a. Communication Skills
 - b. Asking Questions
 - c. Professional Etiquette
8. Peripheral Hardware
 - a. Printing
 - b. SMART Boards
 - c. Audio
 - d. Projection
 - e. Scanners, doc cams, and other accessories
9. Networking
 - a. Networking Basics
 - b. Mapping Networks
 - c. Troubleshooting Strategies