



**FOREST LAKE AREA HIGH SCHOOL**  
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**Course Title:** Media & Technology Support II (MATS)

**Grade Level:** 10-12

**Credit Hours:** 0.5 credit media elective (60 Hours)

**Course Description:**

This course is for students who wish to further develop technology support skills and learn leadership skills in a professional setting. Students will continue to develop knowledge and understanding of a wide range instructional technologies, as a continuation of Tech Team I. In addition, students will assume leadership roles within the tech team, and will design, propose, and execute an independent project as approved by their instructor. Students will assist their peers and staff members in accessing classroom electronic resources and electronic media resources. This course may be taken once (0.5 credit) or twice (1.0 credit) during each school year. Students may be asked to participate in periodic meetings outside of the regular school day.

**Prerequisite:**

Students must have successfully completed MATS I, and must also apply for the MATS II program. Students 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. Assess client's' technical abilities, and adjust communications appropriately.
5. Employ problem solving and independent learning skills.
6. Set goals for personal learning.
7. Understand and demonstrate professional behavior appropriate for the educational environment.
8. Earn trust and respect from others.
9. Assume leadership roles as appropriate.

**Course Outline:**

1. Media & Technology Support II Overview

- a. Providing Leadership for MATS I students
  - b. Behavioral Expectations
  - c. Broadening knowledge and application of media and tech support
2. Managing a Help Desk
  - a. Developing protocols used team
  - b. Overseeing larger projects, and delegating responsibilities
3. Working on Hardware
  - a. Learning as you go, on-the-job training
4. Software Support
  - a. Learning as you go, on-the-job training
5. Troubleshooting
  - a. Learning as you go, on-the-job training
6. Customer Service
  - a. Leadership in creation of team norms and expectations
7. Peripheral Hardware
  - a. Learning as you go, on-the-job training
8. Independent Learning Project
  - a. Design project to explore personal area of technical interest
  - b. Create proposal for learning targets, timelines, and final project outcome
  - c. Execution of learning project
  - d. Reflection and evaluation of project outcome