

Student Technician's Responsibilities (Continued)

- ⇒ Minimize classroom disruptions; leave personal items on desk alone or ask teacher to move. Ensure items are put back in order.
- ⇒ Contact Dr. Malham within 48-hours of any criminal violation, other than a minor traffic incident.
- ⇒ Do NOT:
 - Perform tasks that are not ticket-driven.
 - Perform tasks that are beyond Level-1.
 - Assist with faculty/staff/student personal technology devices, BYOD, or non-standard District hardware/software.
 - Accept—either verbally or written—passwords.
 - Loiter in student-restricted areas (e.g. teacher mailroom) or socialize with teachers/students.
 - Discuss business seen or heard.
 - Conduct personal business during the work day.
 - Use cell phone, except in the course of your S3 duties

Contact Information

Technology Support

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Media Specialist and Student Tech User Guide



Martin County School District

"Educate all students for success"



Students Supporting Schools (S3) - Learning Today, Empowering Tomorrow

Overview

The Students Supporting Schools (S3) program enhances the classroom environment by offering authentic Information Technology (IT) and customer support experiences for students. As student technicians, they augment either the elementary school (E2) in a paid position or the high school (E1) in a non-paid position to provide Level-1 technology support.

Additional information is posted at the District website (Employee Resources > S3).

Course Administration

Depending upon the student's academic goals the student has several options: (a) enrolling for course credit; (b) enrolling for non-course credit; or (c) not enrolling in a course.

Regardless of the academic goal, students are slotted for First Block (E2) or as the student's schedule dictates (E1). Media Specialists are the teacher-of-record.

Although E2s are part-time employees, they are still students. Hence, the *MCSD Code of Student Conduct* is enforced. For example, students shall depart the elementary school in a timely manner to ensure sufficient travel time to one's high school.

Media Specialist's Responsibilities

- ⇒ Serve as role model.
- ⇒ E2 only. Engage student from 7:30 to 8:45 AM. You may allow them to clock in earlier, but work no more than 8-hours per week. Ensure student departs in a timely manner to assigned high school.
- ⇒ Supervise student via work orders. Do NOT engage student with tasks beyond Level 1 or with personal devices/non-standard District hardware/software.
- ⇒ Do not engage students on:
 - Non-ET duties.
 - Tasks that are not ticket-driven.
- ⇒ Populate FOCUS for daily attendance and bi-weekly grades (50% category; see website for grade sheet).
- ⇒ Counsel the student for academic/behavior issues.
- ⇒ Inform Coordinator if habitual academic/behavior issues with the student.
- ⇒ Process student time and attendance (school site's T&A secretary for E2 only.)

Student Technician's Responsibilities

- ⇒ Adhere to District and school site policies and procedures. Adhere to the S³ dress code (S³ Polo shirt tucked-in, slacks/jeans, closed-toe shoes, District badge).
- ⇒ Epitomize professional conduct through customer service and communications.
- ⇒ Pick up from and return to the Media Specialist (MS) each workday your District badge (E2 only).
- ⇒ Clock in/out from 7:30 to 8:45 AM. Per MS' discretion, you may clock in earlier but work no more than 8-hours per week (E2 only).
- ⇒ Attend class as scheduled; notify MS and ET's Help Desk if absent.
- ⇒ Open, review, process and close work order tickets.
- ⇒ Subject to school administrators' discretion, sign out/sign in room keys on the same day. (Students are not allowed to possess a school master key.)
- ⇒ Perform Level 1 tasks only:
 - Install and configure computer devices and peripherals per established procedures.
 - Diagnose and troubleshoot common issues and malfunctions per established procedures.