

TECHNICAL SUPPORT



Component:

Provide ongoing technical support for all components of a technology immersion package.

Description:

Campus-based technical support is critical to the comfort level of teachers and students as they embark on technology immersion and sustain the effort over time. Technical support for all components of the technology immersion package beyond campus support is important. In addition, curriculum integration and pedagogical support has proven to be a leading factor in the success of technology immersion.

Campus-Based Support

- Consider campus-based instructional technology support staff; ensure that there is technical support as well as pedagogical/instructional support for the immersion.
 - Recommend at least one technical staff to 350 laptops available at the campus level; provide just-in-time support when technical problems arise (recommended response time is less than 4 hours).
 - Recommend at least one pedagogical/curriculum support for the immersion available full-time at each campus.
- Establish a working relationship between pedagogical/curriculum support and technical support personnel.
- Conduct initial and follow-up training for all staff on troubleshooting basics.

Hardware/Infrastructure/Network

- Perform an initial analysis to evaluate the infrastructure capability and immersion readiness; implement necessary improvements including bandwidth, number and scope of access points, outlets for recharging, or battery exchange.

Continued on back

- ❑ Investigate options for technical support that ensure that each component of the immersion package (software, hardware, professional development, digital content, online assessment, and technical support) is sustained through a centralized method to ensure that all components work together.
 - Use remote management software tools to provide central technology support.
 - Identify an inventory system to track wireless mobile computing devices.
 - Schools will need a database system to track hardware assignment, repair history, imaging cycle, inventory control numbers, and component checklists.
 - Registrars will need procedures for students enrolling or exiting campus.
 - Evaluate anti-theft devices and labels; notify local pawn shops and law enforcement about the project and the laptop computers.
 - Develop work order system for laptop repair.
- ❑ Investigate options for technical support that ensure that avenues are explored to reduce costs and provide ongoing use of the technology.
 - Consider enrolling in a warranty program for spare parts.
 - Consider purchasing extra laptops for loaners if extended time is needed for repair or replacement.
- ❑ Plan for infrastructure sustainability and total costs of ownership.
- ❑ Establish backup plans in case of natural disasters or other emergencies.

Student Assistance

- ❑ Train all students on basic technology support for their own laptops.
- ❑ Consider training all students to repair and troubleshoot technical issues with laptops, peripherals, network, etc.
- ❑ Consider establishing a student-run help desk to assist students and teachers with technology support.