Help Desk I

UNIT/ Weeks	Timeline/Topics	Essential Questions
1	Introductory Lessons • Digital Citizenship • Fair Use • Remix	• Why is it important to know the extent of my digital footprint? • Why is it important to protect my personal information online? • How do copyright and fair use promote the spread of knowledge and information? • Do audiences and consumers have any responsibility towards artists? If so, what are they? • How has social media made online product consumers the products themselves?
12	Equipment Deployment, End User Support, Operations • Equipment Calendar • On Demand Training • Develop Communication Skills • Develop Problem Solving Skills • Troubleshooting Common Problems • Task Completion and Record Keeping	• What is the importance of properly assigning equipment including the available resources for successful deployment? • Prior to the deployment, what questions need to be answered to ensure that the proper equipment is available for the task to be completed? • Why is it important to develop both listening and questioning skills in the Help Desk environment? • How are mathematical problem solving skills related to the IT troubleshooting process? • What is the importance of using the most likely/least likely troubleshooting model in a technology environment? • How does record keeping and problem analysis provide solutions to ongoing problems?
8	Help Desk Blog • 1:1 Learning Environment • New and Emerging Technology • Student Centered Learning	• How will my work contribute to the greater good of society and innovation? • How will my work contribute to the educational mission and vision of Gloucester City High School and a 1:1 learning environment?
7	Critical Analysis • Technology in Society • Current Trends in Technology • Top Companies in Technology	• How does technology change thinking? • What are some new technology, terms, tools and concerns about integrating such tools into society? •
8	Personal Digital Portfolio • Projected Based Learning • Personal Portfolio • Technology and Ethics	• How is technology affecting the learning process? • How is educational technology defined?