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MC72: Introduction to Instructional Technology  
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### Lesson Plan for Technology Help Desk Student Training

**Grades:** Freshman through Graduate

**Topic:** Training for Work as Assistant at Technology Help Desk

**Time Frame:** 1 hr/day for 2 days

#### **Behavioral Objectives:**

1. The student must be able to competently use the telephone at the Help Desk.
2. The student must be familiar with the scripts for conducting a Help Desk call.
3. The student must be able to fill out a complete Work Order at the Help Desk from any of three sources: Telephone, E-mail or In-person requests.
4. The student must be able to competently use the Help Desk module of the Track-It! Software.
5. The student must be able to find helpful information at any of the following sources: Track-It Solutions, OIT Instruction Guides, Computing Support Documentation, Help Desk Notes section, OIT Online Tutorials.

#### **Instructional Activities:**

*Introduction* (motivation/orientation activity)

Allotted time – 15 minutes

Method – discussion

Media – Chalkboard –or- Whiteboard –or- projected visuals

Materials – Chalkboard/Chalk or Whiteboard/Marker or Projector/Computer with Text Editor

1. Going around the room, each person stands and introduces themselves to the class. Instructor will go first. Each will include their name, grade level, major and technical specialty.
2. Following this, Instructor will ask Students about prior experiences with technical support. On the visual medium, Instructor will record both positive and negative experiences for further reference. Instructor may also add examples.
3. Based on these examples, Instructor will formulate questions to be resolved later. Sample questions may be “How could this have been prevented?” or “What made this support call so successful?”
4. Summarize Behavioral Objectives for lesson: Students will be able to take enquiries, create work orders and find information to pursue a resolution.

*Help Desk Call Demonstration* (information activity)

Allotted time – 10 minutes

Method – demonstration, discussion

Media – telephones or audio playback, projected visuals, computer

Materials – computer with Track-It installed, telephones or audio playback, projector, evaluation rubric

1. Give evaluation rubric to students.
2. Conduct a demonstration of a successfully resolved and executed call to the Technology Help Desk. Depending on time/resource constraints, this can be live or pre-recorded.
3. Have students rate the effectiveness and quality of the call from the point of the Help Desk Assistant.
4. Review evaluation results as a group with participation.

*Observe Help Desk Scripts* (information/orientation activity)

Allotted time – 20 minutes

Method – presentation

Media – paper copies of scripts for all students

Materials – paper copies of scripts for all students

1. Give paper scripts to students
2. Review scripts and purpose of each part of script
3. Relate each part of script to previous Instructional Activities
4. Show Work Order Screenshot from Track-It! and relate how each part of script fills important sections of the Work Order

*Practice Phone Skills* (application activity)

Allotted time – 15 minutes

Method – co-operative learning w/drill and practice

Media – paper

Materials – paper scripts, sample work order problems/resolutions

1. Divide students into groups.
2. Give students sample problems with resolutions.
3. Have students practice calls with one student taking the role of Help Desk Assistant and the other taking the role of caller. Then have them switch roles. Instructor should be a roving monitor of all groups during this time.

*Introduce Track-It! Software* (information/orientation activity)

Allotted time – 30 minutes

Method – demonstration

Media – computers with Track-It! software installed, projector, whiteboard/chalkboard, paper

Materials – computers with Track-It! installed, whiteboard/chalkboard, Type hierarchy paper

1. Give students information for access to Track-It! software.
2. Explain basic layout of Track-It! and its Help Desk module.
3. Create a new example work order using information obtained from Help Desk script.
4. Explain work order functions within Track-It! and save unresolved Work Order.
5. Explain Work Order Type hierarchy and refer to paper with WO Type Hierarchy
6. Explain general Help Desk module functions as they pertain to the Work Order.
7. Open the Work Order and search for Resolution through available resources.
8. Resolve and Close the Work Order.

*Practice Creating, Assigning and Resolving Work Orders* (application/evaluation activity)

Allotted time – 15 minutes

Method – simulation w/problem solving

Media – computers with Track-It! software installed, projector

Materials – computers with Track-It! software installed, sample work order problems, projector

1. Give individual students sample problems with resolutions.
2. Have Students practice creating and resolving work orders. Instructor should be a roving monitor of all individuals during this time.
3. With a few minutes left, project and review best-in-class examples. (All examples will be evaluated and reviewed in private sessions during next Help Desk shift)

*Special Topics, Review and Q&A* (Information/Orientation/Evaluation)

Allotted time – 15 minutes

Method – presentation w/discussion

Media – computer with projector, paper

Materials – computer with projector, paper with Emergency contacts

1. Discuss with students the attributes of using each resource for Resolutions.
2. Observe the Emergency contacts and review procedures for Emergency calls.
3. Recall original examples given within *Introduction* activity and review how each is addressed through methods taught within these instructional sessions.
4. Entertain any final questions.
5. (Optional) If time allows, show students various useful sites, such as Help Desk Self-Service site and Campus Card online interface.