Marty Mark
Selection and Integration of Instructional Technology
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Gradual Release of Responsibility

Description:

The department of Technology Services trains student employees how to replace and configure new computers for use by staff members. Student employees begin employment with a variety of established skills, yet have no exposure to specific policies, installation procedures, and discipline-specific software in use. Student employees require training in these areas to effectively install, configure, and support desktop and laptop computer systems in use by staff.

Outcomes:

1. Student employees will demonstrate an understanding of established standards and policies related to systems use (i.e., technical standards and best practices, privacy issues, security measures, acceptable computer use policies, etc.).

2. Student employees understand how to identify and inventory applications, including configuration settings, for computer systems being replaced.

3. Student employees will know how to select and apply a "base image" (i.e., operating system, drivers, common applications, etc.) to a new computer system.

4. Using established documentation, student employees will understand how to install required discipline-specific software (i.e., computer aided design software, video editing and mark-up systems, financial systems, etc.).

Quality Indicators:

1. Focus Lessons

   The departmental supervisor will conduct a series of introductory training sessions for new student employees.

   a. During the initial session, the supervisor will provide student employees with:

      • An overview of installation procedures and specific information pertaining to the student employee's role in the process.
      • Detailed explanations of technology-related policies and procedures, including specific examples that demonstrate relevance.

    b. During the second session, the supervisor will use an existing system, scheduled for replacement, to demonstrate how software applications identified and inventoried.

    c. During the third session, the supervisor will demonstrate how to use Microsoft's System Center Configuration Manager (SCCM) to apply the "base image" to a new computer system.

    d. During the final session, the supervisor will demonstrate how to finalize the system for use by installing discipline-specific software packages.

2. Guided Instruction

The guided instruction phase is comprised of two primary efforts:

    a. New student employees are paired into groups and asked to complete the following assignments, which are reviewed by the supervisor:

- The new employees are presented with installation scenarios and, using a checklist, are asked to identify and describe each required installation step.
- The new employees are asked to inventory an existing system.
- The new employees are asked to locate installation documentation for two discipline-specific software packages.
- The new employees are asked to login to SCCM to view the images available and describe when to use each image type.

    b. Each new student employee is paired with an experienced student employee. The team is asked to install five computer systems, with the experienced employee leading and the new employee acting as an apprentice. During this activity, the departmental supervisor is available for questions and is responsible for quality control as each system is completed.

3. Productive Group Work

During the productive group work phase, roles and responsibilities shift. Each new student employee continues to be paired with an experienced employee; however, the new student now leads the installation of five systems with the experienced student providing direct oversight. The departmental supervisor continues to be available for questions and provides quality control services.

4. Independent Learning

During the independent learning phase, all student employees work independently. Quality control services are provided by either peer student employees or the

departmental supervisor (schedules dictate). The departmental supervisor is available for questions "as needed".

On a regular basis, student employees meet individually and collectively with the departmental supervisor to measure effectiveness and to identify opportunities for improvement in processes and/or personal performance. All employees are encouraged to continue to seek information and to identify new methods to improve all aspects of the process.