Overview of Our Program
Grinnell College Technology Consultants

Initial Training Program (8 weeks)
- 8 workshops on Saturday mornings
- 3 mentored sessions each week with checklist/guides for each week.
- Evaluations at 4 & 8 weeks by mentors and training coordinators

2 day training before classes
- Sessions range from RealColor personality to "what has changed this summer"
- Certification trainings for: Helpdesk, AV Center, Digital Media, Training, App Dev

Basic Training (8 weeks)
Workshops

- Orientation to labs, helpdesk and AV Center
- Customer Service
- Problem Solving Techniques
- Macs & OS Troubleshooting
- Windows & OS Troubleshooting
- Digital Media Basics
- Microsoft Office Support & troubleshooting
- Booby Trap Lab (we "break" computers and trainees work in pairs to resolve)
**Basic Training (8 weeks)**

**Mentoring**

- 6 hours per week
  - 1 Helpdesk, 1 AV and 1 Mac lab shift with a mentor
  - Mentors have to participate in mentor training
  - Set expectations
  - Mentoring basics/questioning/giving feedback
  - Mentor Guides
  - Weekly tasks to focus on when not serving “customers”
  - Relates somewhat to Saturday workshops
  - Mentor evaluations at 4 weeks and at the end
  - Meetings at 4 weeks with trainees to evaluate performance

**Leadership Opportunities for TCs**

(optional)

- Lab Services Coordinator
- Wiki Coordinator
- Assistive Technology Assistant
- App Development Team
- System Administrator (internal systems)
- Volunteer Coordinator
- 5 student leaders: Admin, Helpdesk, Training (2), AV

**Additional Certifications**

(optional)

- Helpdesk
- AV Center
- Digital Media Specialist
- Facilitator
- Mentor
- Hardware Repair
- Mathlan (linux lab)
• TC + 
Requirements
- Must have HD or AV Certification
- Participate/Certification in 5 of:
  - Mentor, Mathlan, Facilitator, Hardware, Planning Team, Wiki development, Beanie Team, Women in Technology, App Development team, HD, AV, Digital Media Specialist
- Community Service-1 volunteer shift per year (2 hours)

• Why It Works.
And WIIFM (What’s in it for me?)
- Sense of community
- Teamwork
- Accountability to each other
- FUN III!
- Learning valuable skills
- Service to the campus and community
- Empowerment “safe” environment for failure

Training Topics (ranked)
From the survey
Customer Service (93%)
Email 75%
Printing (69%)
Campus software/services (69%)
Windows OS (65%)
Networking (62%)
Mac OS (58%)
Microsoft Office or similar (35%)
Lab duties (34%)
< 10% linux, video, Adobe

Other: anti virus, clean access, wireless, accounts, policies, Ticket tracking, VPN, communications, knowledge base, Equipment set up, video recording
Training Topics
Continuing Education for Staff
- Adobe creative suite
- Office
- Customer service
- Summer changes
- Team building
- Motivational stuff
- Ticket tracking
- Moodle
- Video editing
- In hours support tools
- Refreshers on specific subjects
- Unix command line
- Trainings during bi-weekly meetings
- A+ and mac certification
- Virus removal
- Wiki editing
- Software deployment tools
- Instructional technology media

Training Challenges
(from the survey)
- Information Overload
  - Too much info, too little time—what to train?
- Time
  - Varied schedules/availability—when to train?
- Resources
  - Time & Money—Who can train?
- Responsibility
  - Basics of having a job; even mundane tasks are important; accountability
- Types of Training
  - Design sessions to engage students; pay attention to content rather than email & Facebook

What to Teach?
(too much information, too little time)
- Figure out the objectives—What do you want the students to know or demonstrate when the workshop is over?
- What can go into a wiki?
  - Things that are not common
  - Tasks that require detailed instruction
- Measurement of the objectives
• **When to Teach?**
  {varied schedules/availability of staff}
  - You have got to schedule things when they can make it...this might mean an evening or weekend session.
  - Incorporate tasks into the mentor’s responsibilities.
  - Podcasts and video sessions
  - Webinar?
  - Short sessions with projects
  - Lunch & learn
  - Share meal in dining hall

• **Resources?**
  Money/time/staff
  - Use students as facilitators
  - Use students to help with workshop design
  - Use students as mentors
  - Use students to create wiki pages
  - Use students
  - Use YOUR BEST students!
  - Fun can be cheap
  - Food

• **Teaching Responsibility**
  You have to do it...get over it!
  - For some, this is the only job they have ever had—teach them to be responsible about it.
  - Policies/consequences
  - Use students to discuss/develop
  - Create a leadership team!
  - Accept the fact that you may have to explain basic things! GOMO!
• **Type of Training**
  Engage your students!
  - Design sessions that engage!
  - Activity based, learner centered
  - 20+20+20=60min
    - First 20=2nd most important thing
    - Second 20=least most important thing
    - Third 20=most important thing
    - Then move around.
  - If you engage them, they will pay attention!
  - Formalize sessions so others can train

• **Make this topic interesting!**
  - Brainstorm
  - No idea is stupid (maybe)
  - Activity based
  - Unique way of presenting
  - fun

Questions?