

ISTE NETS Next Generation Technology Standards (2007)	Sample Tasks of the MOUSE Squad Technicians
Standard 1: Creativity and innovation	<ul style="list-style-type: none"> • Apply existing knowledge to troubleshoot and resolve basic hardware and software problems related to computers and peripherals. • Use a variety of technology applications (including databases, spreadsheets, presentation software, and the Internet) to complete tasks and create original works. • Use models and simulations to understand, support, and design computer networks and labs. • Use the MOUSE Squad Ticket Tracking System to manage technical support services and identify trends in support needs. This can help to make proactive changes to support. • Develop innovative products to communicate what they know, or to teach others.
Standard 2: Communication and collaboration	<ul style="list-style-type: none"> • Use online collaboration tools to share information and document solutions. • Gain an appreciation of the use of network technology to share knowledge and resources among peers. • Maintain their own blogs and read and comment on the blogs of others. • Keep track of “client” issues through online ticket tracking systems. They use these systems to assign jobs and resolve issues. Technicians learn from each other by reading the resolved issues.
Standard 3: Research and information fluency	<ul style="list-style-type: none"> • Use online knowledge bases, forums, and other web resources to efficiently find solutions to technical problems. • Are savvy information detectives, able to locate, organize, analyze, evaluate, synthesize, and ethically use information from a variety of sources and media. • Interact on a regular basis with the MOUSE Squad eLearning site to complete their certification, and continually develop new knowledge and skills. • Stay current on popular technology blog sites from around the world and participate in the online communities around these sites. • Select appropriate digital tools for specific tasks – such as organizing trend data in an excel spreadsheet, and then creating a report in word that incorporates an illustrative diagram describing the data findings.

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Standard 4: Critical thinking, problem-solving, and decision making	<ul style="list-style-type: none"> • Demonstrate general troubleshooting and problem solving strategies. • Use software utilities to troubleshoot technical problems. • Learn to work well with novice technology users and angry clients who may not be providing enough information to troubleshoot a technical issue on his/her computer. • Rely on the ticket tracking system to collect client data, and then they analyze this data to determine how they can best meet the needs of their clients. • Make hardware and software deployment decisions based on MOUSE Squad data.
Standard 5: Digital Citizenship	<ul style="list-style-type: none"> • Students sign a certification contract, and then sign the MOUSE Squad pledge. Both documents require that students to be responsible users of information and technology and exhibit a positive attitude towards using technology that supports collaboration, learning, and productivity. • Gain first hand knowledge of the impact of irresponsible uses of technology resources. • Technicians become technology leaders and model digital citizens.
Standard 6: Technology operations and concepts	<ul style="list-style-type: none"> • Use the MOUSE Squad Ticket Tracking System to identify and analyze trends within school technical support needs. • Understand basic network topology. • Know about all things that can go wrong with computer technology and can troubleshoot a reported problem: from user error, to networking, to configuration of the operating system, to hardware malfunctions and managing peripherals, to software applications. • Are familiar with basic computer applications; they are able to use them effectively in their work as technicians and can support clients in learning to use these software programs. • Stay current on emerging technologies and can transfer their knowledge to learning these new tools and programs.

ISTE NETS for Students: The Next Generation

Standard with Indicators	Modules									
	1	2	3	4	5	6	7	8	9	10
1: Creativity and Innovation Students demonstrate creative thinking, construct knowledge, and develop innovative products and processes using technology. They: <ul style="list-style-type: none"> • Apply existing knowledge to generate new ideas, products, or processes. • Create original works as a means of personal or group expression. • Use models and simulations to explore complex systems and issues. • Identify trends and forecast possibilities. 	X	X		X			X	X		X
2: Communication and Collaboration Students use digital media and environments to communicate and work collaboratively, including at a distance, to support individual learning and contribute to the learning of others. They: <ul style="list-style-type: none"> • Interact, collaborate, and publish with peers or experts using multiple media. • Communicate information and ideas effectively to multiple audiences using a variety of media and formats. • Develop cultural understanding and global awareness by engaging with learners of other cultures. • Contribute to project teams to produce original works or solve problems 	X		X	X			X		X	X
3: Research and Information Fluency Students apply digital tools to gather, evaluate, & use information. They: <ul style="list-style-type: none"> • Plan strategies to guide inquiry. • Locate, organize, analyze, evaluate, synthesize, and ethically use information from a variety of sources and media. • Evaluate and select information sources and digital tools based on the appropriateness to specific tasks. • Process data and report results. 	X	X		X	X	X	X	X		
4: Critical Thinking, Problem-Solving & Decision-Making Students use critical thinking skills to plan and conduct research, manage projects, solve problems and make informed decisions using appropriate digital tools and resources. They: <ul style="list-style-type: none"> • Identify and define authentic problems and questions for investigation. • Plan and manage activities to develop a solution or complete a project. • Collect and analyze data to identify solutions and make informed decisions. • Use multiple processes and perspectives to explore alternative solutions. 		X	X	X	X	X	X	X	X	X
Standard 5: Digital Citizenship Students understand human, cultural, and societal issues related to technology and practice legal and ethical behavior. They: <ul style="list-style-type: none"> • Advocate and practice safe, legal, and responsible use of information and technology. • Exhibit a positive attitude toward using technology that supports collaboration, learning, and productivity. • Demonstrate personal responsibility for lifelong learning. • Exhibit leadership for digital citizenship. 	X		X	X	X	X	X	X	X	X
Standard 6: Technology Operations and Concepts Students understand technology concepts, systems and operations. They: <ul style="list-style-type: none"> • Understand and use technology systems. • Select and use applications effectively and productively. • Troubleshoot systems and applications. • Transfer current knowledge to learning of new technologies. 	X	X	X	X	X	X	X	X	X	X