




MOUSE Squad: Campbell Middle School Monroe Middle School

**Bringing Real World Skills to the Next
Generation of Students**



MOUSE Squad Purpose

- **Providing first level of technology troubleshooting at the school site level**
- **Creating a sense of community and ownership at the school site**



What is MOUSE Squad?

- A team of hard-working students
- Eager to learn how to troubleshoot technology and help others in need
- Class at CMS
- After school program at MMS



How Did We Get Started

- School enrolled with MOUSE Squad of CA (MSCA)
- Advisors attended full day training and received all materials
- Recruited students at the sites
- Began working with small groups of students to build programs
- Volunteer works with each site to assist as needed



What Do We Do?



- Troubleshoot and maintain all kinds of technology on campus
- Learn about computers, technology, repair, maintenance, software and customer service
- Complete online lessons and assessments, hands-on classroom activities, and real-world situations
- Check knowledge by completing online certification program



When Do We Work?

- Daily or as needed in Advanced Technology @ CMS
- After school club @ MMS





Classroom Instruction



- Lessons vary, depending upon how quickly students move through the assignments and certification
- Hands on lessons introduce students to equipment



Customer Service

- Students learn how to deal with all kinds of situations requiring a professional demeanor





What Do Students Learn?

- Running a Student Tech Support Program
 - The Help Desk
 - The Jobs
 - Base of Operations
 - Data Collection
 - Advertising
- Technical Skills
 - Hardware & Peripherals
 - Networking
 - OS & Configuration
 - Troubleshooting
- Customer Support
- Career Skills



What Does Certification Mean?

- Official MOUSE Squad Level I Technician
- Certified to repair and maintain the monitors, CPUs, and other equipment at the site
- As skill levels increase, students move to a high level Technician and can solve more complicated problems





MOUSE Squad Students are capable of...

- Solving some networking problems
- Dealing with hardware issues
- Dealing with software issues
- Helping teachers and others learn programs
- Performing routine maintenance; this keeps the technical side of the school clean and tidy
- Chasing away all of the Internet problems (we dream big)



Support from MSCA

For Teacher Leaders:

- ✧ Fall training
- ✧ Full complement of materials and curriculum
- ✧ On-going communication
- ✧ Volunteer assistance
- ✧ Spring Summit



MOUSE Squad of California Student Tech Support



Support from MSCA

For Student Technicians:

- ✧ Online curriculum
- ✧ Hands-on lessons
- ✧ Online communication
- ✧ Certification
- ✧ Real world skills



Support from MOUSE Squad of CA (MSCA)

FABULOUS Volunteers



**CMS Volunteer and MSCA Volunteer Coordinator,
Kathleen Lynn**

MOUSE Squad of California Student Tech Support

