MOUSE Squad
Student Tech Support

Defining the Computer World for the Next Generation of Students

What is MOUSE Squad Student Tech Support?

- A team of hard-working students who are willing to give up time and brainpower to learn how to work technology and to help others in need

- Squads may meet before, after or during school and may be at school or other sites that support youth programs.

- "MSCA Student Tech enables students to learn information technology (IT), customer service, communication and leadership skills while providing a service to their schools."

http://ca.mousesquad.org

What do students do?

- Help troubleshoot and maintain all types of technology on campus
- To do that, students learn about computers, other technology, problem solving, maintenance and software
- Online lessons, worksheets, activities and other lessons are taught
- Knowledge is checked through skill demonstration, online testing and squad blogs
- There are 10 MOUSE Squad modules

Certification Modules

- Preparing a Help Desk
- Problem Solving and Troubleshooting
- Computers, User & User Error
- Wired & Wireless: Computer Mechanics
- The Operating System & the Desktop

- Configuration Basics: Hardware & Peripherals
- Software: Programs to Get the Job Done
- Cracking the Case: Computer Hardware
- The Mobile Solution: Managing Mobile Labs
- The Talented and Trusted Technician

All Module quizzes, activities and blog entries are completed for certification.
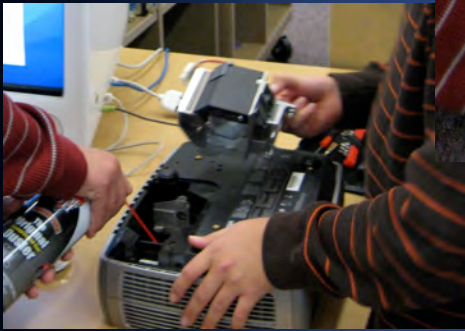
Student Run Help Desk

- Learn how to act like professionals when doing their jobs

- Gain problem solving and research skills

- Learn what they are capable of doing and when to refer to others

- Use ticket system to keep track of what needs to be done and what has been done.

Some of our projects

Cleaning and connecting

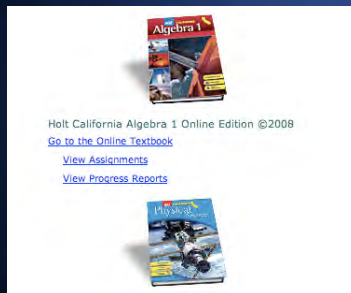Making ethernet cables

Setting up document cameras

Some more projects

Help teachers with
their web sites

eWaste

Make
instructional
videos

Beta test software and online curriculum
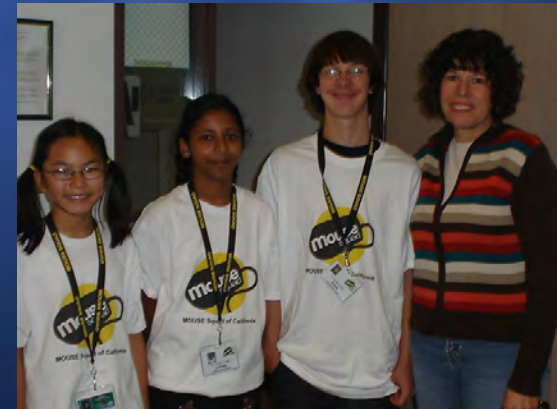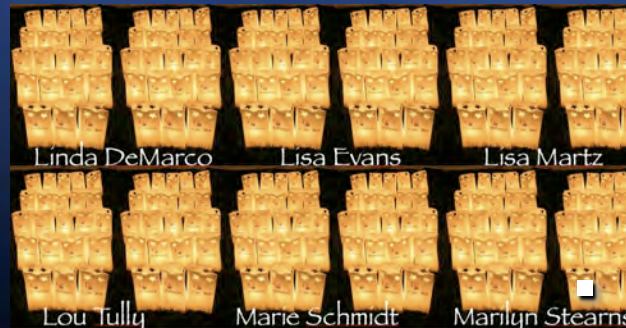
Community Outreach

- Presenting at CLMS Tech

- Relay for Life - taking pictures, preparing slide shows, manning the online station.

Linda DeMarco   Lisa Evans   Lisa Martz

Lou Tully   Marie Schmidt   Marilyn Stearns

Arthur   Mrs. Fernandes   Scotty   Mrs. Adams   Kelsey

- Presentation at Xilinx

MS makes great dollars and cents.

Mouse Squad may cost a little, but there are great cost benefits

- 40 hourly meetings (36 weeks plus 2 -- 1 for beginning set up and 1 for end-of-year take down)
- Cut in half for instructional/documentation time
- Multiply by 15 average attendees (due to illness, sports, etc.)
- Multiply by hourly rate you'd have to pay to outsource or hire IT people.

40 / 1/2 X 15 = 300 man hours

per hour rates $ 50 = $ 15,000

$ 100 = $ 30,000

$ 150 = $ 45,000

And this doesn't even take into consideration the time students put in at lunch, break or even just fixing things in the classroom.

Why have a Mouse Squad?

- Equipment works better and lasts longer
- Teachers spend more time on teaching less on technical problems
- Faster IT help (rise to the occasion in classroom)
- Reduces stress for staff both at school and district IT staff
- Cost savings to school and district
- Leadership and career development
- Higher critical thinking skills
- Greater respect for teachers and equipment
- Greater self-esteem and peer recognition
- School and Community service

We're proud to be part of the Union Middle School

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