

## 2017-18 Pewaukee School District 90 Day Action Plan using PDSA

<b>Strategic Plan Area</b> <b><i>TECHNOLOGY</i></b>	<b>Over-arching Goal</b> <i>Pewaukee School District will provide classroom environments where students engage in collaborative, inquiry-based learning, facilitated by educators who are able to use technology to transform knowledge and skills into solutions, new information, and products.</i>	<b>Action Plan Title</b> <b><i>Tech Support Internship</i></b>
<b>PLAN</b>		
<b>What is your goal? Why is it important to accomplish? What data supports the need?</b>		
<p><b>Goal:</b> By June 2018, establish baseline data for high school students feeling prepared for career pathways in technology.</p> <p><b>Data supporting why this goal is important:</b>            Student-led help desks are an economic way for districts to advance technology offerings, and provide career skills and workplace-type experiences for students. Students are an underutilized resource with much to contribute and can assist with the setup of devices, resolve technical issues, and be a first level of response for end-users.</p> <p>The Technical Support Internship will be a student-run help desk that prepares students to provide first-line technical support to students, support staff, and teachers. Students will be trained to listen, observe, and assess general end-user issues. The hands-on classroom environment will provide students the opportunity to learn how to troubleshoot hardware, software, and network problems, as well as process service tickets and inventory stock. Students will also have individualized career pathways of study which may result in industry certifications, such as, customer service and leadership, coding in JAVA or Python, Apps, CompTIA A+, MOS (Microsoft Office Specialist), and Google Apps. A summer boot camp is a course requirement - dates will be announced in the spring of 2018.</p> <p>There is no formal PSD data to currently support this need. Baseline data for high school students feeling prepared for career pathways in technology will be collected this year.</p>		
<b>DO</b>		
<p><b>What is your <u>approach</u>?</b>            Develop a Technology Support Internship course to be offered at Pewaukee High School beginning in the 2018-19 school year. The Chief Information &amp; Technology Officer will work with the Network Engineer, an IT Support Technician, the PHS Associate Principal, and other PHS educators to develop a project management plan, including tasks and a timeline for completion.</p>		
<p><b>How will you <u>deploy</u> the plan?</b></p>		

<b>What steps will you take?</b>	<b>How will you know the step is completed? What evidence is there?</b>	<b>When will the work be completed?</b>	<b>Who is the process owner responsible to accomplish the work?</b>
Gather data on student preparedness for technology career pathways via the winter and spring Student Satisfaction Survey	Data returned and analyzed.	Winter 2017 Spring 2018	Chief Information & Technology Officer (CITO), Data & Assessment Specialist
Establish project work group and project management timeline	Work group members identified; timeline established and shared with members	September 2017	Chief Information & Technology Officer (CITO)
Identify tech support jobs/tasks that TSI students will complete as First Response technicians	Jobs/tasks identified and documented	June 2018	Chief Information & Technology Officer (CITO), Network Engineer, IT Support Technician
Determine work flow/process for HD requests that come into TSI	Work flow/process identified and documented	June 2018	Chief Information & Technology Officer (CITO), Network Engineer, IT Support Technician, PHS Associate Principal
Identify individualized career pathways of study for TSI students	Career Pathways identified and documented	March 2018	Chief Information & Technology Officer (CITO), Network Engineer, IT Support Technician, PHS Associate Principal, PHS Business Ed teacher
Finalize location for TSI program	Location for TSI HelpDesk in PHS determined and documented	March 2018	CITO, Network Engineer, PHS Principal, PHS Associate Principal
Determine and develop application process and requirements for TSI program	Application process and course requirements completed; Application available online	December 2017	CITO, Network Engineer, PHS Associate Principal
Develop TSI course proposal and framework	TSI course framework and proposal completed and ready for BOE presentation	October 2017	CITO, PHS Associate Principal, PHS Business Ed teacher
Determine costs/budget for TSI program	Costs/budget for TSI program identified and included in the 2018-19 budget proposal	March 2018	CITO, Network Engineer, PHS Associate Principal
Present TSI course proposal to BOE	BOE approved course for 2018-19 implementation	November 2017	CITO, Network Engineer, PHS Associate Principal

Determine staffing needs based on applications and course registration.	Staffing needs/model determined/documented	March 2018	CITO, PHS Associate Principal, PHS Principal
Develop full TSI curriculum (syllabus, priority standards, reportable standards, assessments, etc.)	Full TSI curriculum is completed and documented in Atlas.	June 2018	CITO, PHS Business Ed teacher, Secondary EdTech Coach

**STUDY**

**When you review the progress, what needs to be done in the next quarter?**

**End of Qtr 1:**

- Course proposal presented to BOE on 11/27/17 and approved on 12/11/17.
- TSI course information was given to students at class meetings in December; email was sent to students with link to online application on 12/19/17; Application is open until 1/10/19; Meeting (Pugh, Bosanec, Bursi, Lewek) to review applications on 1/10/18
- Reportable and Priority Standards completed <https://goo.gl/mE1LuC>
- Work on possible pathways is in progress

**End of Qtr. 2:**

**End of Qtr. 3**

**ACT**

**Final Review: What has been some key learning and what has been accomplished? What does the data show concerning progress? What are the Next Steps?**