



Student-Led Help Desk

Spirit of Adventure:

Being excited to try new things, even if you don't know you'll excel.

Objective:

Students will be able to plan a strategy to implement a student-led help desk for technology or Genius Bar for their school. Students will be able to troubleshoot systems and applications.

Materials:

The article "[Student-run genius bar: The facilitator's guide.](#)"

Steps:

- Brainstorm: Do you notice that people get frustrated with technology often? How can we encourage others that it is okay to make a mistake while using technology? How can we share basic tips and address basic problems?
- What app or computer system did you find difficult at first? List these on the board. How did you overcome this?
- Research student-led genius bars online. Have students share examples and different models.
- How could we adapt this model at our school?
- What resources would we need to establish a Genius Bar?
- When could it be open—at lunch, before school, or after school?
- What adults will we need to partner with us? How will it benefit students? How could we help teachers who are less familiar with technology?
- How can we recruit tech savvy students? How can we use other students' skills? (as customer service, PR, etc.) What new skills will Genius Bar helpers need to possess?
- Write a proposal and share this idea with the principal.

Personal Reflection:

- Identify a tech problem that you do not know how to solve.
- Research potential solutions online.
- Pose a question online or to a classmate. Apply this knowledge and see if it solves your problem. Write a few sentences about your experience.
- How can we encourage perseverance when using new technology among our peers?
- Write a narrative or blog about a time when you showed perseverance in another area of your life. Use pictures to enhance your story.

Group Reflection:

Collaborate with classmates and the IT department at your school to create a student help desk website. What issues should the website address? For example, will you create video tutorials about basic tech issues? Will you include student resources? Teacher resources? Student-written app reviews? Check out [Burlington High School Help Desk](#).

Extended Learning:

Have students invite peers to guest blog about making mistakes and perseverance. What was the result?

Notes
