

## Promising Practice 9: *Managing Technology Troubleshooting and Equipment Utilizing GoogleForms and Google Calendar Tools*



### Promising Practice Description:

- ◆ Utilizing an organized online system, the entire South Bronx Academy for Applied Media (SBAAM) school community can report technology-related issues and can reserve laptop carts with Google tools
- ◆ System is sustainable and accessible, allowing for prompt repairs, minimizing disruptions in blended learning.
- ◆ Presented by Arthur Miezigiel, [amiezgiel@sbaam296.org](mailto:amiezgiel@sbaam296.org)

### **Instructional/ Pedagogical Benefits:**

- Teachers are able to check availability and reserve a laptop cart at any time using the Laptop Cart Reservation system, accessible from the SBAAM school website.
- The Laptop Cart Reservation system is a self-directed process which limits the amount of oversight and effort a Technology Coordinator would need to contribute.
- Teachers and students can report technology-related issues easily through an online form; this allows technology issues to be resolved quickly and minimize disruptions in blended learning.
- A spreadsheet is dynamically created as users submit the online form. This provides SBAAM with the opportunity to identify persistent technology-related issues.

### **Opportunities for Partner Integration:**

- AUSSIE or TMI ITC to provide support for CUNY Intern (e.g. assistance in planning the scope and timeline for the project, rollout and obtaining buy-in from the school community).
- MOUSE Squad members could also provide technical support and assist with laptop cart maintenance protocols in classrooms

**Action Plans/ Next Steps:** *Based on what you learned during the Learning Walk, please highlight actions/ next steps with ITCs, your CUNY intern, MOUSE Representative, or DOE CL PM*

### **Resources Utilized:**

- ◆ Quick guide to creating Google Forms  
[http://support.google.com/drive/bin/answer.py?hl=en&answer=87809&topic=1360904&ctx=topic Event Two](http://support.google.com/drive/bin/answer.py?hl=en&answer=87809&topic=1360904&ctx=topic%20Event%20Two)
- ◆ Support for use of Google Calendars: <http://support.google.com/calendar/?hl=en>
- ◆ Link to SBAAM presentation:  
[https://docs.google.com/a/nyconnectedlearning.info/presentation/d/1NM2QE3zNwWtpYdKs\\_-ICYE6RMddMEXKs4nkWYO6CS3s/edit#slide=id.p9](https://docs.google.com/a/nyconnectedlearning.info/presentation/d/1NM2QE3zNwWtpYdKs_-ICYE6RMddMEXKs4nkWYO6CS3s/edit#slide=id.p9)