

Managing Technology: Utilizing GoogleForms and Google Calendar Tools

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South Bronx Academy for Applied Media: 07X296



Managing Technology -Troubleshooting and Equipment: *Focus and Target*

Focus/ Promising Practice:

- Utilizing an organized online system, the entire South Bronx Academy for Applied Media (SBAAM) school community is able to report technology-related issues and reserve laptop carts (with Google tools)
- System is sustainable and accessible, allowing for prompt repairs, minimizing disruptions in blended learning.

Target: School faculty and staff

Partnership Alignment:

- AUSSIE ITC provided support for CUNY Intern: Assistance in planning the scope and timeline for the project, rollout and obtaining buy-in from the school community.
- MOUSE Squad members provide technical support and assist with laptop cart maintenance protocols in classrooms.



Technology Incident Reporting Form

Technology Incident Reporting Procedure

Staff: Please fill out the form below as soon as an issue appears with your hardware or software to determine if our onsite technician will repair the problem or if the issue needs to be escalated to the DIT Helpdesk. Thank you. Please try to reset your computer/printer first when the problem persists continue with the form.

Your username (amezgie1@sbaam296.org) will be recorded when you submit this form. Not amezgie1? [Sign out](#)

* Required

What is your room number? *

206H

What is your phone number?

2068

2nd Contact Person, room number

Jon Doe

Description of problem: Please check *

(include additional information if you have in the other box)

- Computer does not boot up
- Unable to Connect to Internet
- Printer not printing properly
- Software needs to be installed
- Computer Freezes Often
- Projector or Smartboard issue
- Other:

If applicable, please explain which software you need installed on your computer

(this is an optional question)

Adobe Reader, Photoshop, Final Cut

DOE Asset Number *

If you have a computer, printer or software issue please enter the asset number below

DOE07779932

Computer or Printer Serial Number *

Please enter the serial number below

JKL821Z1

[Open Technology Incident Reporting Procedure](#)



Technology Incident Reporting Form

- ✓ Users fill out the Incident Ticket online, accessible from school website
- ✓ Easy and quick submission
- ✓ Flexible updating and editing
- ✓ Data validation

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Your username (amiezgiel@sbaam296.org) will be recorded when you submit this form. Not [amiezgiel?](#) [Sign out](#)

* Required

What is your room number? *

205H

What is your phone number?

2058

2nd Contact Person, room number

Jon Doe

Description of problem: Please check *

(include additional information if you have in the other box)

- Computer does not boot up
- Unable to Connect to Internet
- Printer not printing properly
- Software needs to be installed
- Computer Freezes Often
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- Other:

If applicable, please explain which software you need installed on your computer

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DOE Asset Number *

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Computer or Printer Serial Number *

Please enter the serial number below

JKL821Z1

Confirmation

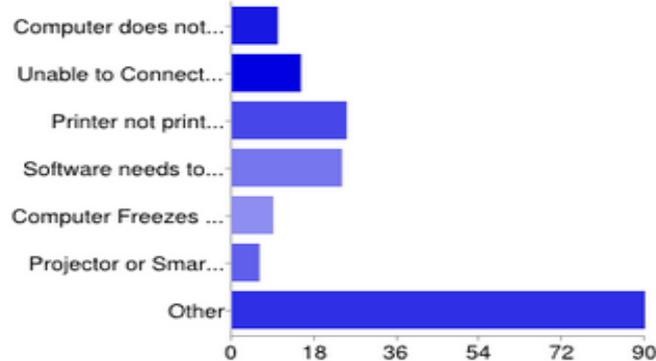
- ✓ User receives confirmation by email
- ✓ Administrator receives notification of submission via email



Incident Statistics

- ✓ Administrator is able to identify persistent technology issues and their frequency
- ✓ Technology incident data trends inform future teacher skill-building workshops

Description of problem: Please check



Number of daily responses



Number of responses without dates: 4

Other: Resetting passwords, borrowing projectors, software specific issues

Laptop Cart Reservation



Utilizing Google Calendar and Google Sites

Laptop Cart Reservation Site

Allows access to information re: each laptop cart

[Technology Home](#) >

Laptop Cart Reservation

Please select the laptop cart that you want to reserve. Reservations are made for the

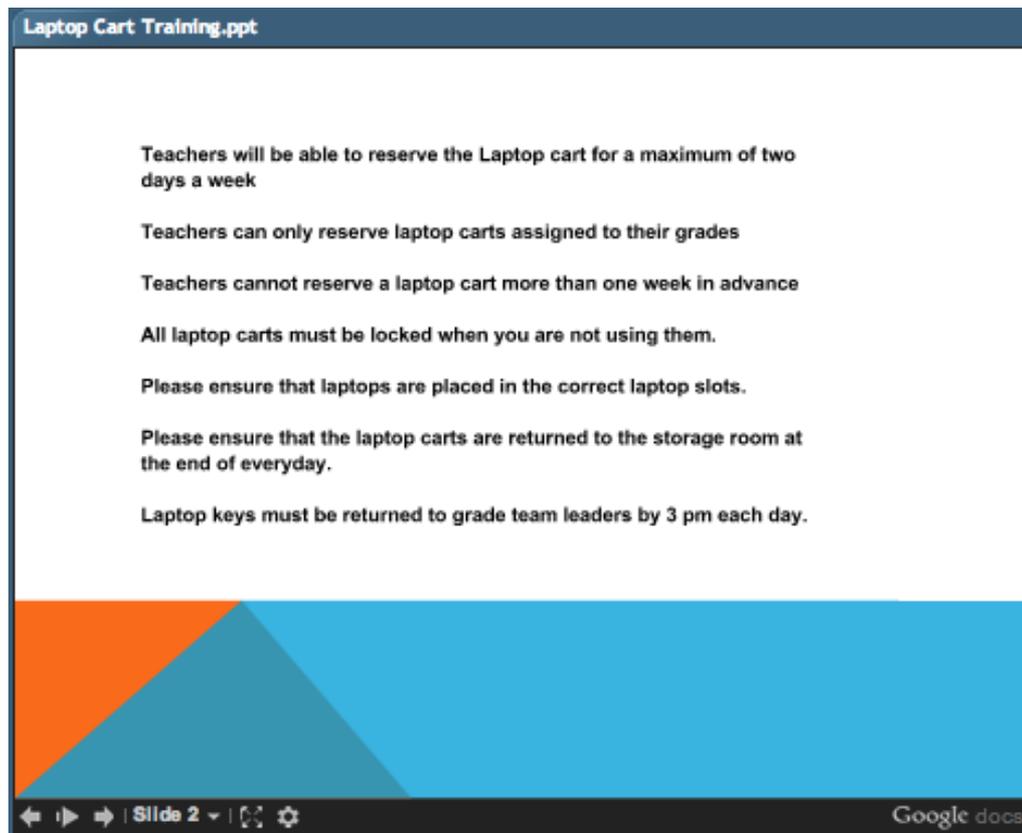
[Cart "A" \(6th grade\)-25 units](#) [Cart "E" \(6th grade\)-30 units](#)

[Cart "B" \(7th grade\)](#) [Cart "F" \(7th grade\)-30 units](#)

[Cart "C" \(8th grade\)-20 units](#) [Cart "G" \(8th grade\)-30 units](#)

Laptop Cart Reservation Site

A training presentation was created for teachers to learn how to utilize the system. This is accessible on the SBAAM school site.



Laptop Cart Training.ppt

Teachers will be able to reserve the Laptop cart for a maximum of two days a week

Teachers can only reserve laptop carts assigned to their grades

Teachers cannot reserve a laptop cart more than one week in advance

All laptop carts must be locked when you are not using them.

Please ensure that laptops are placed in the correct laptop slots.

Please ensure that the laptop carts are returned to the storage room at the end of everyday.

Laptop keys must be returned to grade team leaders by 3 pm each day.

Slide 2 | Google docs

Availability and Permissions

- Page level permissions for each user or group
- Calendar view of available slots and use by teacher name
- Assists with maintenance of all equipment

6th Grade Laptop Sign-out and Calendar

[Reserve](#)

Laptop Cart "E" availability:

Laptop Sign-out Cart E

Cart E

Today < > Dec 2 – 8, 2012 Print Week Month Agenda

	Sun 12/2	Mon 12/3	Tue 12/4	Wed 12/5	Thu 12/6	Fri 12/7	Sat 12/8
9am				Davis)			
10am							
11am							
12pm							
4pm							

Events shown in time zone: Eastern Time

Google Calendar

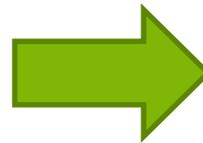
Booking an appointment (reservation)

User chooses a day to use the laptop cart

an appointment slot you've already booked, leave this sign-up page and delete the event from your own calendar

Refresh Day We

Wed 12/5	Thu 12/6	Fri 12/7	Sat 12/8
		7:30 - 3p Cart B (A Miezigiel) Maintenance	
	Cart E	Cart E	



Book an appointment

What

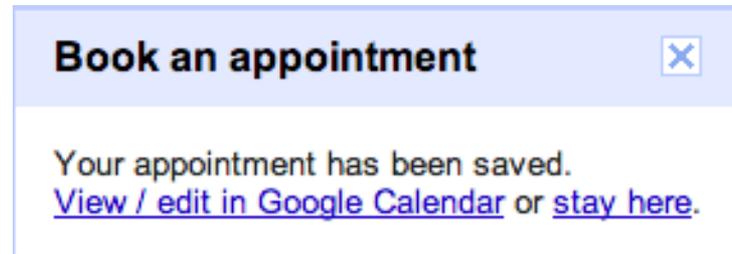
When Thu, December 6, 7:30am - 3:00pm

Who A Miezigiel

Where

Description

User receives confirmation and invitation by email



- Appointment is added to user's Google calendar



Calendar View

Users are able to see all future and past reservations on the Calendar Site.

Technology Calendar

Technical Support Days and Hours:
M,T,TH,F 8:00 am - 3:30 pm

Today December 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Month	Agenda
25 7:30am Cart B (Victor Roman) 7:30am Cart C (David Alger) 7:30am Cart F (Obdulia Oporta) 7:30am Cart G (Vyviane Le)	26 7:30am Cart B (Victor Roman) 7:30am Cart C (David Alger) 7:30am Cart F (Rickeena Richards) 7:30am Cart G (Obdulia Oporta)	27 7:30am Cart B (Victor Roman) 7:30am Cart C (Allison Bondell) 7:30am Cart F (Obdulia Oporta) 7:30am Cart G (Lynda Baker)	28 7:30am Cart A (Al Fix) 7:30am Cart B (Victor Roman) 7:30am Cart C (Allison Bondell) 7:30am Cart E (A Miezigiel) 7:30am Cart F (A Miezigiel) CFY 7:30am Cart G (A Miezigiel) CFY	29 7:30am Cart B (John Sabo) 7:30am Cart C (Allison Bondell) 7:30am Cart E (A Miezigiel) 7:30am Cart F (A Miezigiel) CFY	30 7:30am Cart B (John Sabo) 7:30am Cart C (Allison Bondell) 7:30am Cart E (A Miezigiel) 7:30am Cart F (A Miezigiel) CFY	Dec 1		
2 7:30am Cart C (Sharnice Jenkins-C) 7:30am Cart E (M Wint) 7:30am Cart F (John Sabo) 7:30am Cart G (Vyviane Le)	3 7:30am Cart B (John Sabo) 7:30am Cart C (A Miezigiel) Mainte 7:30am Cart E (M Wint) 7:30am Cart F (Daisy Dumey) 7:30am Cart G (Allison Bondell)	4 7:30am Cart B (Rickeena Richards) 7:30am Cart C (Sharnice Jenkins-C) 7:30am Cart E (Brian Davis) 7:30am Cart F (John Sabo) 7:30am Cart G (Obdulia Oporta)	5 7:30am Cart A (Al Fix) 7:30am Cart C (Sharnice Jenkins-C) 7:30am Cart E (A Miezigiel) 7:30am Cart F (Esteban Isaac) 7:30am Cart G (Obdulia Oporta)	6 7:30am Cart B (A Miezigiel) Mainte 7:30am Cart F (Daisy Dumey) 7:30am Cart G (Vyviane Le)	7 7:30am Cart B (A Miezigiel) Mainte 7:30am Cart F (Daisy Dumey) 7:30am Cart G (Vyviane Le)	8		
9 7:30am Cart G (Vyviane Le)	10	11	12	13	14 7:30am Cart G (Vyviane Le)	15		
16	17	18	19	20	21	22		
23	24	25	26	27	28	29		



Connected Learning

Linking Families and Schools



Questions? Comments?