RUBRIC: HELP DESK/SUPPORT SERVICE

Live Performance at State Championship
Team Event, 1 Or More Students
ONE TEAM PER SCHOOL ALLOWED TO APPLY

How does your STLP help and keep track of technical issues in the school?
Does your school provide technical support or a help desk for the school or district?
This may be a category for your school to enter.
Many technical students help their school and district with technology problems. The help can be informal as quick repairs, troubleshooting in the classroom or as formal as being part of a Help Desk.

Informal support is defined as students assisting in classrooms or answering the call for technology assistance in a classroom, library or school. A more formal Help Desk may be a class in which students assist with technology issues in the building or district during or after class. Some districts also hire students to assist with technical projects or during the summer break. These students need to present the technical support they provide to the judges.

First and second place will be recognized at the State Championship Awards.

What the STLP Coordinator/Coach/Teacher should do:
- Shares the rubric with students
- Guide students to capture 5 images/action shots/graphics that reflect the work

What the student should do:
- Review the rubric
- Plan presentation with only 5 paper slides
- Prepare exactly 5 printed images to share with judges
- Share slides at the table as students talk to the judges

STATE CHAMPIONSHIP	CRITERIA	POINTS EARNED
PRESENTATION	Demonstrates good eye contact; speaks clearly; well-prepared; professional	1 2 3 4 5 6 7 8 9 10
SLIDES	5 Slides were used to explain technical process	1 2 3 4 5 6 7 8 9 10
CUSTOMERS *Who do you help?*	Demonstrates knowledge of customers; procedures; requests received	1 2 3 4 5 6 7 8 9 10
PROCESSES & DATA ANALYSIS *How do you know whom to help?* *How do you keep track of the help?*	Describe the history of the technical support; process, data collection, tracking, and use	1 2 3 4 5 6 7 8 9 10
SCOPE OF WORK *What do you do***?**	Describe the type (scope) or work the help desk or desktop support covers	1 2 3 4 5 6 7 8 9 10
GOALS	Describe some short and\or long term goals you have for your help desk/desktop support	1 2 3 4 5 6 7 8 9 10
EXAMPLES *Examples of the work*	5 images/action shots/graphics are clear and printed for judges to view. Only 5 printed images are brought into the interview.	1 2 3 4 5 6 7 8 9 10
	TOTAL SCORE OUT OF 70:	