



“The internship helped me discover aspects and challenges of my future career that were not taught in my classes.” – Eren E., Computer Science

“I felt happy to be able to be part of projects with real world results. This experience was unlike any other internship I’d ever heard of.” – Clarence M., Education

“I felt involved and was able to tailor the internship to the skills I was interested in developing.” – Stuart P., OAT

“This internship really help me narrow down my career choice to something I was interested in.” – Chris M., Education

“The whole process was very interactive and I felt like part of the team.” – Olwin G., OAT

“I really feel like the internship with IT gave me a chance to work with technology that I would not have been able to find in a more individual setting.” – Waylon T., Education



Alignment of IT Internships and Institutional QEP Goals

Online Lifeline Conference 2012

Presented by Benjamin Li,
VSU IT Helpdesk Coordinator



Agenda

- Program History
- University Quality Enhancement Plan (QEP) Goals
- Internship Design Philosophy
- Semester Plan
- Job Duties
- Portfolio Components and Sample Products
- Internship Benefits
- Skills
- Additional Questions



University QEP Goals

- Goal #1: Students will develop basic knowledge of **discipline-specific inquiry skills**.
- Goal #2: Students will apply discipline-specific inquiry skills from the classroom to **resolve a specific question or problem**.
- Goal #3: Students will learn **why and how to present the results** of discipline-based inquiry in a **professional or academic forum**.

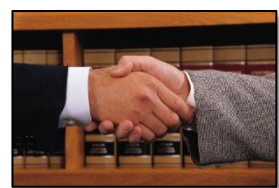


Program History



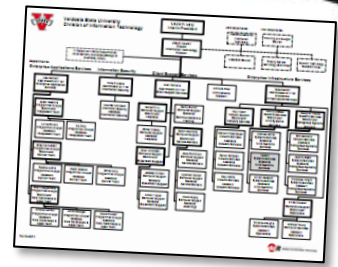
2007

IT Academic Internship Pilot



2009

Collaborative Internship Design with Adult and Career Education (Goal #2)



2011

Process Expansion To Other IT Areas



2008

Internship Policy and Procedure Formalization Process (Goal #1)



2010

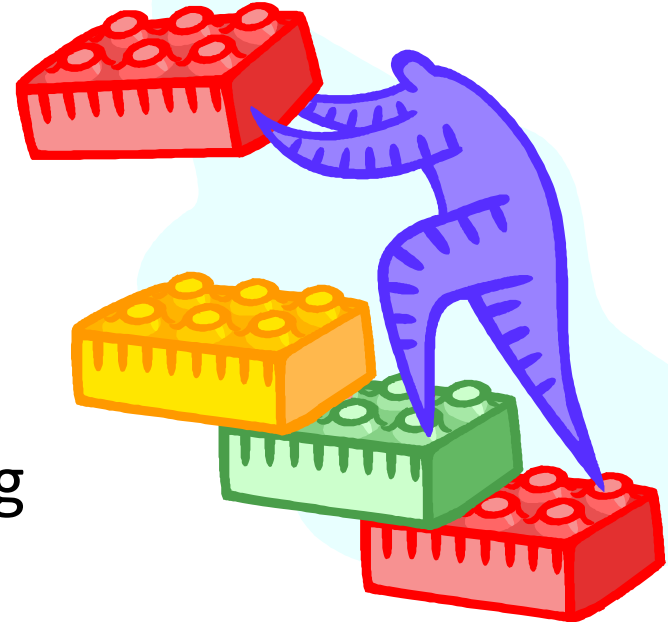
Portfolio Development Incorporation (Goal #3)





Internship Design Philosophy

- Constructivism
 - Collaboration
 - Multiple Perspectives
 - Realistic Contexts
 - Reflective Problem Solving





Internship Design Philosophy

Practicum Agreement
(to be completed by student)

Student: Jan Brady

Student Phone: 229-245-4357

E-mail: janbrady@valdosta.edu

Participating Organization: Valdosta State University IT Helpdesk

Complete Address: Valdosta State University, Odum Library 1500 North Patterson Street
Valdosta, GA 31698

Site Supervisor: Benjamin Li

Title: IT Helpdesk Coordinator

Career Goal: Manager

Objective 1: Familiarize myself with challenges and requirements of an IT manager.

Objective 2: Generate professional reports through Microsoft Excel and Valdosta State University ERPs to provide to clients and other IT branches.

Objective 3: Complete IT security awareness training course work to be able to better understand and assess risks to my organization.

Objective 4: Gain familiarity with enterprise level hardware and software in order to be able to make informed decisions when making technology purchases in my future position.

Objective 5: Strengthen my leadership, project management, and conflict resolution skills through the leadership of an IT team.

- Learner Engagement
 - Ownership of Learning
 - Active Participation in the Learning Process



Semester Plan

VALDOSTA STATE UNIVERSITY
Adult and Career Education Department
Davis College of Education
1500 North Patterson Street, Valdosta, Georgia 31688
Phone (229) 333-8928, Fax (229) 333-7167

Practicum Agreement
to be completed by student

Student: Jan Brady
Student Phone: 229-245-4197 E-mail: janbrady@valdosta.edu
Participating Organization: Valdosta State University, T.T. Helphelk
Complete Address: Valdosta State University, Oglethorpe Library 1500 North Patterson Street, Valdosta, GA 31688
Site Supervisor: Deshaun L. Title: T.T. Helphelk, Coordinator
Working with the site supervisor, the student determines at least five objectives to be accomplished while participating in practicum.

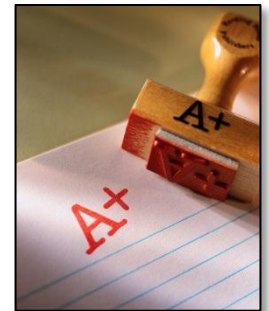
OBJ 1: Increase proficiency with, and learn to service troubleshoot Apple Macintosh computers and operating systems.
OBJ 2: Familiarize myself with, and gain competency using administrative tools and services such as Active Directory.
OBJ 3: Increase my knowledge of desktop hardware and adapt the knowledge I already have to use in an Institutional Professional environment.
OBJ 4: Increase my knowledge of Avaya Video equipment and concepts, and adapt the knowledge I already possess to use in an Educational Professional environment.
OBJ 5: Complete T.T. Security Awareness course work and achieve related certification.

Internship Contract & Development of Learning Goals

Project 1 & 2



Project 3, 4 & 5

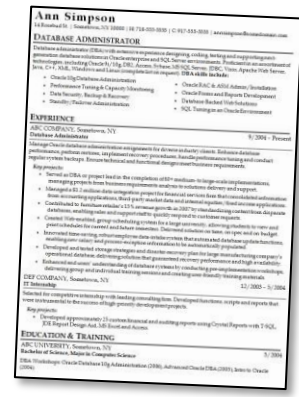


Final Evaluation

IT Orientation

Midterm Performance Review

Résumé Development





Job Duties

- Helpdesk
 - Frontline Customer Service
 - Work Requests Management
 - Software Sales and Auditing
- Desktop Support
 - Computing Equipment Installation and Maintenance
 - Training Content Development
- Classroom Support
 - Computing Equipment Installation and Maintenance
 - Audio/Visual Equipment Installation and Maintenance

The screenshot shows a helpdesk ticket interface with the following sections:

- Request** (Resolution | History)
- Requested on Nov 15, 2011 12:52 PM
- Subject**: Printer Preview Error
- Description**: Whenever client tries to do a print preview from Outlook he gets a "There is a problem with the selected printer."
- Buttons: Reply, Forward
- Requester Conversations** | [View All Conversations]
- From: System
- Request Details** | Edit
- Request Type**: Incident
- Impact**: Affects User
- Priority**: High
- Level**: Tier 2 Hands On Support
- Building**: Plant Operations
- Room Number**: -
- Group**: CSS Desktop Support
- Technician**: -
- Created By**: -
- SLA**: Normal SLA
- Created Date**: Nov 15, 2011 12:52 PM
- Response DueBy Time**: -

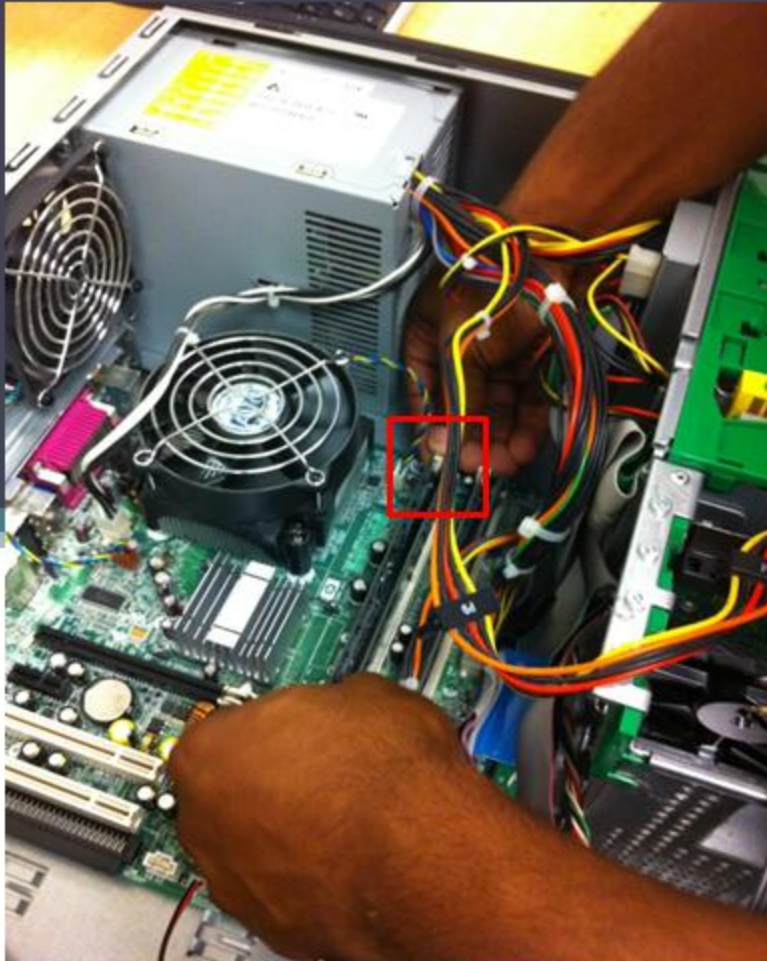


Portfolio Components

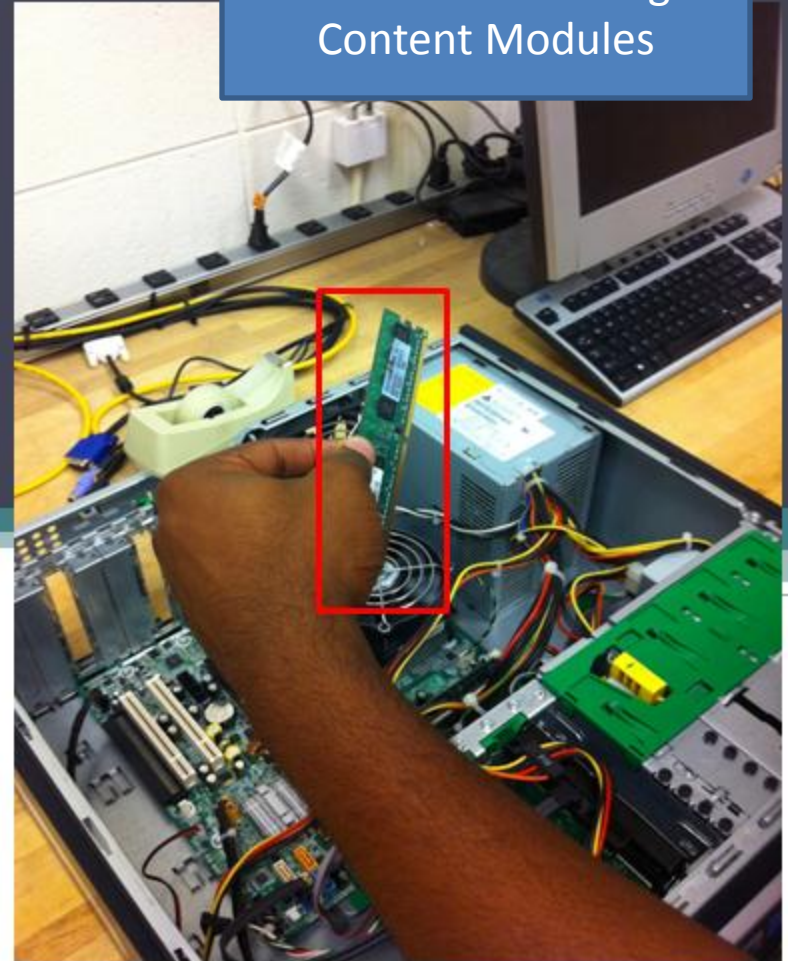


- Cover Page
- Updated Résumé
- Internship Agreement and Learning Goal Proposal
- Project Reports and Evaluations
- Time Logs
- Site Supervisor Final Evaluation

Inside the computer, you will see four memory slots. To eject the memory sticks, you must use your thumbs to push down on the white tabs. You can remove the memory stick once it is ejected.



Technician Training
Content Modules



Handle the sticks by the edges to prevent touching contacts on the circuit board. This will prevent inadvertent damage to the memory sticks.

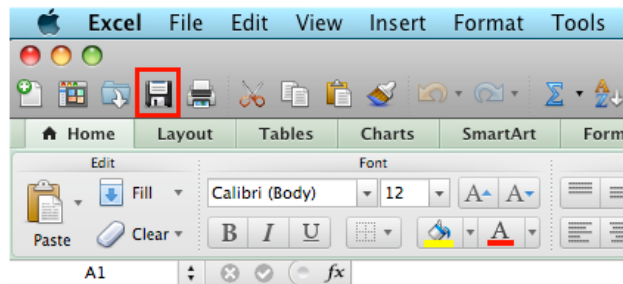


[Home](#) > [Administrative Offices](#) > [Information Technology](#) > [Helpdesk](#) > [Microsoft Office](#) > Saving Documents in Excel 2004 Format

SAVING DOCUMENTS IN EXCEL 2004 FORMAT

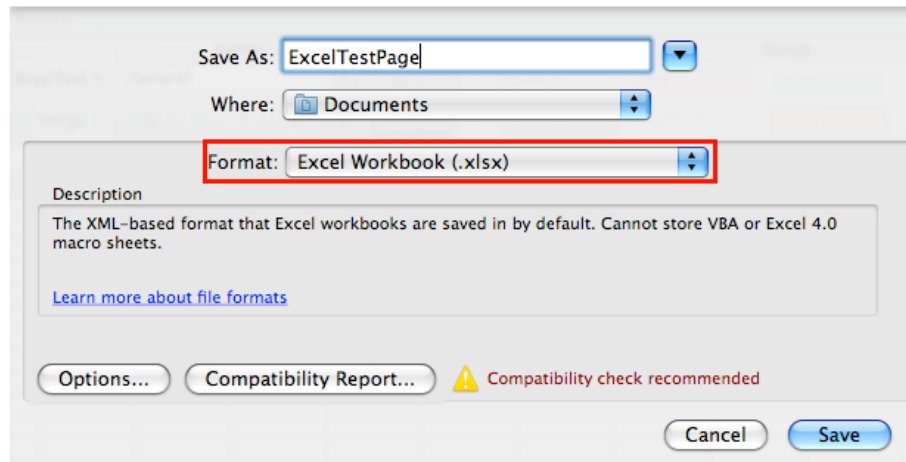
Step 1:

Click **Floppy Disk** in top left corner to save file in Excel 2011.



Step 2:

In the **Format drop-down menu**, select the format you would like to save the document as.



Web Site
Development



VSU ELECTRONIC ACCOUNTS QUICK REFERENCE

WINDOWS LIVE

Windows Live is used as Valdosta State University's email provider. Your email address is located within the Banner (Registration) system and can be determined by the steps listed in our username lookup guide. Please note that your username will be your full VSU e-mail address. Instant messaging can also be used through MSN Messenger. Follow the subsequent link to access Windows Live and MSN Messenger, <http://www.valdosta.edu/live>.

BLAZEVIEW

Valdosta State University uses BlazeVIEW as an online course management system. Although your classes may not be completely online, your instructor may require you to log into BlazeVIEW for your syllabus, to complete assignments, to download lecture notes, to participate in online discussions, or to take online quizzes and exams. Follow the subsequent link to access BlazeVIEW, <http://blazeview.valdosta.edu/webct/entryPageIns.dowebsct>.

ACTIVE DIRECTORY

The Active Directory username and password credentials are used for logging into PC computers on campus, Departmental Web Sites (Contribute), Personal Web Sites (Mypages). For more information about Active Directory follow the subsequent link, <http://www.valdosta.edu/helpdesk/guides/ad/index2.shtml>

BANNER

Banner is a registration system for instructors and students. Students can use Banner for class registration, housing registration, fee payment, and looking up your grades. Instructors can use Banner for proof rolls and grade entry. For assistance with this account, contact the Office of the Registrar at <http://www.valdosta.edu/registrar> or (229) 333-5727. Follow the subsequent link to access Banner <http://www.valdosta.edu/teas/sis>.

HALLNET

Along with high speed access to the World Wide Web, HallNet also gives campus residents access to campus services such as Banner, BlazeVIEW, and Windows Live. HallNet consists of a wireless ethernet network combined with high speed internet access and state of the art security features to protect students from malicious attacks. Follow the subsequent link to access HallNet, <http://www.valdosta.edu/itels/network/hallnet>.



Print Distribution
Content

Waylon T.
Valdosta State University
1500 N. Patterson St.
Valdosta, GA 31698
Division of Information Technology

February 15, 2011

Mr. William Moore
Assistant Director for Information Security
1500 N. Patterson St.
Valdosta, GA 31698
Division of Information Technology

Professional Communications

Dear Mr. William Moore:

As a student employee of Valdosta State University, completing my BAS practicum at the IT Helpdesk, I was informed by my supervisor, Mr. Benjamin Li, of the WebSTART IT security awareness BlazeVIEW course material under evaluation by our division. Due to my prior exposure to, and interest in, the fields of IT security and network administration, I was offered an opportunity to participate in the pilot for the course. I was tasked with providing an evaluation of the course content and of my impressions of the course as a whole. I feel honored to be given this responsibility, as the application of this program will directly impact our institution's state of information security awareness.

OBJECTIVE

Complete the coursework and examination and then offer an evaluation of the course on the basis of content, accessibility, and functionality. Provide a critical evaluation of course content in regard to accuracy and whether content is viable and up-to-date. In the process of completing the coursework and examination, make note of any issues or anomalies experienced with the presentation of material and within the course interface component itself. In order to provide an effective evaluation of broad scope I chose to employ multiple workstations, operating systems, and web browsers. The course was run on both Windows PC and Apple Macintosh platforms using the following operating systems: Windows XP Pro SP3 (32 bit), Windows Vista Ultimate (64 bit), and Mac OS 10.6 (Snow Leopard). Browsers used were Windows Internet Explorer 7 and 8, Mozilla Firefox 3.6.13, and Safari 5.0.3. All plug-ins were updated to their most current status including, but not limited to, all updates pertaining to Java, Flash, operating system updates, etc.

OVERVIEW

Overall, the concepts introduced during the course, and the presentation of these concepts, I found to be up to date and pertinent. The only concrete shortcomings seem to be related to software implementation and user interface. To a lesser degree there were a few noted areas of which the course content would benefit by added information and/or clarification. The WebSTART program was well laid out and content was arranged logically. The most significant problem that I encountered was my inability to take the exam upon completion of the coursework. Nothing I was able to do could remedy this issue. I have included additional details regarding this issue in the evaluation below. The WebSTART interface could be improved by making navigation between individual pages easier and faster, and in the ease with which participants can access the content; during each session, upon return visits, and from different computers.

Helpdesk Incident Mode Statistics

Between August 15, 2011 and October 17, 2011, the Helpdesk has received a total of 7,668 help requests. The highest number was 3,536 for direct call/walk-ins, which accounted for 46.11 percent of the total volume of requests handled by the Helpdesk. The lowest number was 165 for voicemails, which accounted for 2.15 percent of the total volume of requests handled by the Helpdesk.

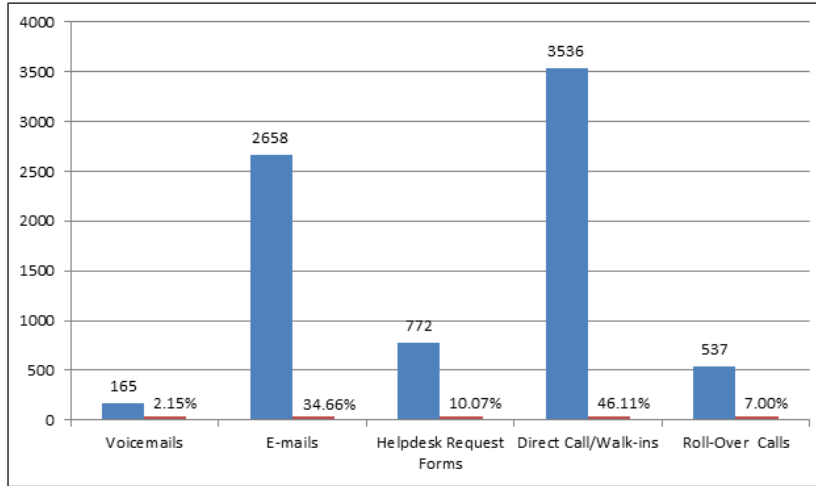


Fig 1-1: Helpdesk Incident Mode
(Source: ServiceDesk Plus)

- **Voicemails**- A voicemail represents when all technicians were all currently on the line or someone contacts the Helpdesk after business hours.
- **E-mails**- Any e-mails sent to an IT alias such as helpdesk@valdosta.edu, wireless@valdosta.edu, etc.
- **Helpdesk Request Forms**- Any IT help forms such as Gaming Device Approval Forms, Password Reset Forms, etc. submitted.
- **Direct calls/Walk-ins**- When a client has called the Helpdesk or came to location in the Odum Library.
- **Roll-Over**- When the line rolls-over to us from another IT office due to an employee being out of the office or on the line with a client.

Data Collection
and Reporting

Project Reports



INFORMATION TECHNOLOGY STUDENT ASSISTANT PROJECT RECORD

Student Assistant Name: Olwin G.

Primary Manager: Benjamin Li

Area Assigned: IT Helpdesk

Date Assigned: October 24, 2011

Project:

This project involved collecting information from our work request system, ServiceDesk Plus, and other online information sources to compile a report regarding the methods clients were using to contact the IT Helpdesk over a given set of dates. The purpose of this analysis was to assist management in determining the ratio of resources allocated to each response method to ensure client contacts are handled efficiently.

Performance:

In order to complete this project there were a few steps that I had to take to gather the needed information. The first step was pulling data from report function in ServiceDesk Plus and our call log reporting tool. Next, I had to combine both sets of information using Microsoft Excel. Afterwards, I inserted the graph into Microsoft Word and added descriptions for each of the columns and the overall data set. Finally, I forwarded the completed report to management.

What Student Assistant Learned:

By completing this project, I gained deeper familiarity with our work request management system. I had used the system in the past to enter, verify, and close work requests. However, this was my first experience with creating reports. Likewise, this was my first experience with report generation in our call log reporting tool. Another aspect of this learning process involved communicating IT service trend information to others in an understandable manner.

Completion Date: October 25, 2011

OLWIN G.

OBJECTIVE

Seeking an opportunity to become an asset to a organization that can utilize my strong leadership, work ethics, and technical skills, complemented by three years of customer service experience.

EXPERIENCE

2011-Present Valdosta State University Valdosta, GA
Information Technology Client Support Services Associate

- Customer service and technical support
- Installation and maintenance of classroom technology
- Team leadership and project management
- IT service trending report generation
- Employee training content development
- Software sales

2011 Fresh Beginnings Valdosta, GA
Customer Service Representative

- Outbound customer communication
- Verification of service satisfaction levels

2008-2010 Convergys Valdosta, GA
Customer Service Representative

- Customer service and technical support
- Billing and account management

EDUCATION

2008-2012 Valdosta State University Valdosta, GA
B.A., Office Administration and Technology
Expected graduation date: May 2012

ADDITIONAL SKILLS

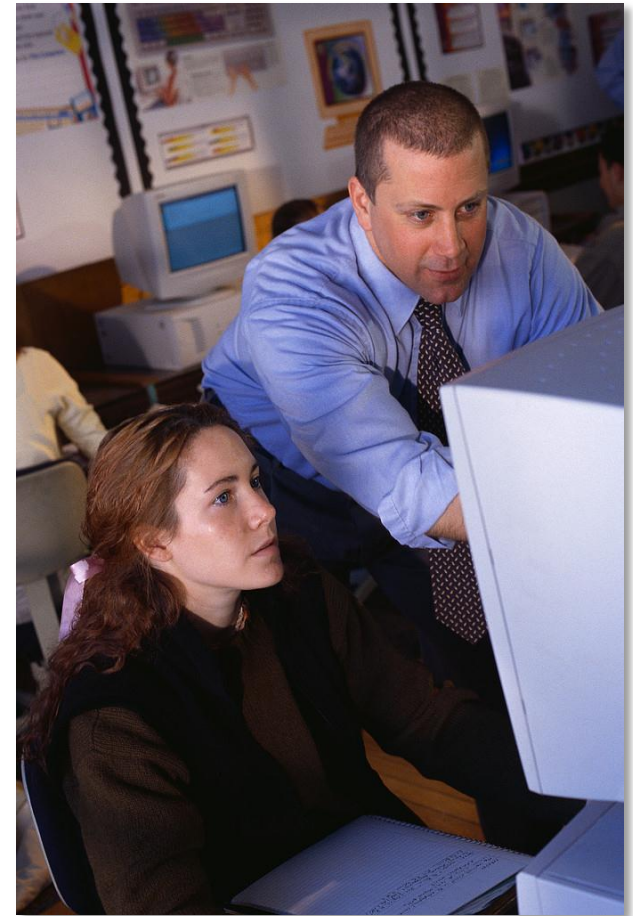
Technical writing, Windows and Mac OS familiarity, web content development, Microsoft Office, professional communications, office equipment operation

Updated
Résumé



Internship Benefits

- Development of Professional and Technical Skills
- Increased Marketability
- Presentable Professional Products and Portfolio
- Professional References
- Integration into a Learning Community





Professional Skills

- Project Management
- Teamwork and Leadership
- Client Support and Conflict Resolution
- Work Ethics
- Product Development



Technical Skills

- Hardware and Software Installation and Maintenance
- Account Management
- Instructional Design and Delivery
- Application Design and Development
- Web Design and Web Programming
- Asset Management



Additional Questions?

- Please contact:

VALDOSTA STATE UNIVERSITY



Benjamin Li
Helpdesk Coordinator

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ADDRESS Valdosta State University
1500 N. Patterson St.
Valdosta, GA 31698-0000
Odum Library 2639

**Division of
Information Technology**