

Internship Learning Plan

I. Intern Information

Bill Lynch
4318 Benning Drive
Houston, TX 77035
(713) 721 – 4833
bill_lynch@prodigy.net

II. Course Information

Q310 Introduction to Web Development
Q360 Intermediate Web Development
Q377 Foundations of Educational Technology
Q410 Using Technology to Enhance Learning
Q471 Instructional Systems Design
Q475 Diffusion of Educational Innovations

III. Site Information

The Art Institute of Houston
1900 Yorktown
Houston, TX 77056
(713) 623 - 2040

IV. Mentor Information

Brandon Smith
Director of Technology
1900 Yorktown
Houston, TX 77056
(713) 623 – 2040, ext. 753
smithb@aii.edu

V. Work Schedule/ Academic Credit

Beginning 01/08/02
Ending 03/14/02
Approximate weekly work hours: Tuesday 4:00 – 9:00pm
Wednesday 1 – 6:00pm
Thursday 4:00 – 9:00pm
150 total work hours of internship = 3 academic credit hours.

VI. Intern Progress

The intern will have daily contact with the mentor throughout the internship. The mentor will provide daily verbal feedback relative to the tasks accomplished that day. Also, the mentor will provide a weekly written evaluation of progress made comprehensively throughout the internship.

The intern will provide a weekly record of internship work hours, duties, projects completed, and lessons learned to the SISLT Internship Coordinator. Also, the intern will provide detailed weekly journal entries for review.

VII. Learning Objectives and Work Expectations

Computer Lab Technician

Routine daily tasks include:

1. On arrival for duty, consult with technician on prior shift and/or review work orders and activity log to determine outstanding issues and needs.
2. Consult with the TSS regularly during shift including, identifying and prioritizing tasks, and assigning staff to resolve outstanding issues.
3. Provide technical expertise to diagnose user problems, determine best course of action for resolution, and act to assure prompt completion of needed measures.
4. Plan and prioritize all stages of jobs being performed to maximize use of student workers wherever possible, thus keeping self available for tasks requiring higher priority attention and skills.
5. Make specific assignments to lab staff on duty to resolve outstanding issues and needs promptly.
6. Monitor actions and conduct of student workers to assure:
 - A. Productive use of time and prompt attention to issues.
 - B. That routine lab boot tests and twice per shift lab checks are made and documented.
 - C. There is proper documentation of staff activity on work orders, service/printing/CD request forms, etc.
 - D. That student worker relates to all users with a helpful, customer service attitude.
 - E. Proper records are kept of inventories, software serial number installations, lab utilization counts, etc.
7. Make full use of available resources including vendor phone support, Internet resources, documentation and All technology organization to minimize time needed to resolve issues and maximize efficient use of own and other staff member's time.
8. Communicate fully all developing and outstanding issues to TSS and to other lab staff to insure continuity of effort by staff on following shifts, and to coordinate efforts with other staff working during same time period.
9. Be alert to every opportunity to train student workers on skills and technical procedures, both one-on-one and to identify specific needs for organized group training.

VIII. Explanation of Internship

The Computer Lab Technicians are responsible for the ongoing daily operations associated with maintaining the computer lab, administrative and classroom computers and related peripherals, and for providing technical support to users (students, faculty and staff).

IX. Signatures

Bill Lynch, Intern

Brandon Smith, Mentor

Aimee Klimzak, SISLT Internship Coordinator