

Company Name			
Employee Names			
Team Lead			
Module Name	POLICIES, PROCEDURES, AND YOUR JOB AS A TECHNICIAN		
Certification Test		Vendor	
Objectives covered			
Time allotted	7-10 days	Time Taken	
Date Started		Date Completed	

Portfolio Contents

Item	Complete (check off)	Points Awarded
Registered on Moodle, Quizlet, and Remind.com		
Took Calendar Quiz		
Took entering class quiz		
Took Cornell Notes		
Personal Project (one per person, from week one)		
Cornell Notes Quiz		
Grading of projects		
Group Project		
Completed solution to problem portfolio (see rubric for score)		
<ul style="list-style-type: none"> • Proposal packet that includes: <ul style="list-style-type: none"> ○ Cover page ○ Customer Overview ○ Current/Future Needs ○ Jargon ○ Proposal describing the educational packet you're creating ○ Spreadsheet of costs/charges ○ Diagrams/graphics in packet 		
<ul style="list-style-type: none"> • Presentation during employee orientation 		
<ul style="list-style-type: none"> • Contract 		

Note: if you are missing ANYTHING in your unit, you will receive 0 points.

SAFETY PROJECT

Scenario:

The Sno Isle Skills Center is preparing high school students for careers in information technology. Part of the goal of the program is to prepare students to work in the “real world” where companies will often have policies and procedures in place that are so tight that to defy even one can result in dismissal.

Your company has been contracted to research and develop a list of acceptable company policies that can be used in the Sno Isle Computers, Servers, and Networks course. They need training materials and print materials to hand out to employees as well as an employee handbook that will cover all aspects of the business.

Your team is going to work together to come up with a list of policies and procedures to be used in this class. You will turn in:

1. **Proposal Packet, which will include:**
 - a. Cover page with company name, logo, and title of proposal
 - b. Customer Overview
 - c. List of current needs
 - d. List of future needs
 - e. Jargon defined in simple terms (see below)
 - f. Written proposal of what needs to be done in order to meet current and future needs of your client
 - g. Spreadsheet of cost for materials for the presentation/proposal to be fulfilled
 - h. Drawing/Illustration of material
 - i. Printouts of other company’s policies and procedures (at least three)
2. **Presentation** (made before the class) of the policies with a rationale for each policy.
 - a. Example:
 - i. Policy: Students will wear green and purple plaid coats on Friday.
 - ii. Rationale: Green and Purple ward off trolls and dragons.
3. **Contract** with a list of policies and procedures (minus rationales) that can be placed into the policy and procedures manual. (This can be created in Word and emailed to the client.)

You may choose from the following list of topics.

<input type="checkbox"/> Opening a computer for repair or lab	<input type="checkbox"/> Installing and maintaining an operating systems	<input type="checkbox"/> Avoiding viruses, spyware, and malware
<input type="checkbox"/> Horseplay on the job	<input type="checkbox"/> Working with electricity	<input type="checkbox"/> Securing routers
<input type="checkbox"/> Appropriate dress (including jewelry, hair, etc.)	<input type="checkbox"/> End of the day procedures	<input type="checkbox"/> Keeping network data resources safe
<input type="checkbox"/> Hardware and software installation policies	<input type="checkbox"/> Working on Sno Isle staff computers	<input type="checkbox"/> Working on Sno Isle student computers

Task One: Create a list of words that must be defined in order for the customer to understand the proposal.

Task Two: Develop a list of questions that must be answered before you can begin fulfilling the customer order. When you have developed this list, show it to me and in exchange I will give you the information from the customer.

Task Three: Develop a list of current customer needs.

Task Four: Research the policies and procedures used in other places of business. Find at least three policies/procedures related to yours and include them in your client presentation as a rationale for the policies you are advocating adoption.

Task Five: Develop training materials as listed above.

Task Six: Present training to client.

PROJECT HELP

Customer overview: A statement about who your customer is. If your customer is a high school student from this class, for example, you would write:

Our customer is a high school student who is pretty technologically savvy. He likes to play games so he wants a higher-end computer. Since he is a student, however, his budget is limited. He knows the brands, so don't try to snow him.

Customer needs: This is a list of your customers current needs and their future needs. How do you find that out? Read the project and if it says email the customer, email the customer a list of questions like "What else would you like to do with your computer?"

Jargon: Jargon are terms that are special to technology that some customers might not know. Based on the project, type a list of terms and SIMPLE definitions. For example: OSHA: OSHA is responsible for making sure the workplace is safe.

Questions: Often a project will ask you to email a list of questions to the customer. If you don't do this, you usually won't pass the project because you need to learn to question the customer. The customer (me) will answer based on what you ask. If you don't ask good questions, you won't get good answers.

Diagram: If you are, for example, building a computer for a customer the picture would be a picture of the system you're building. You can find something online. In networking it would be a network diagram or structure.

Proposal: This is a description of what you decided and why. For example, let's say your customer wanted a new video card and your job was to choose the right one. You'd include all this stuff (diagram, overview, needs, jargon, pricing, etc.) and a proposal that would read like this:

For your video card we chose the Nvidia Purple Power Eater. Since you are into gaming and want to play Crysis on your new rig, we went with a high end card. The PPE has 250 TB of DDR3 VRAM. This will ensure that your transitions are smooth. We also ensured that the video worked with your current motherboard, the Nimbus2000. Your motherboard will require a BIOS upgrade, but we can take care of that for you in the shop.

Generally a proposal is like a "report" of what you chose and why, and is more than one page long.

Pricing: Using Excel you would price out the customer's hardware/software solution. Remember that if the customer is a company, you're going to need to price out ALL of the items, not just one item. The prices should include ALL ITEMS TOTALED. Don't just copy and paste from newegg.com. An example is below:

Company	AnDoNuts.com			
Address:	1122 Boogie Boogie Ave			
	Everett, WA 98204			
	425.238.2246			
Quantity	Item	Source	Cost Each	Total
5	Western Digital 500 GB Har	www.newegg.com	\$ 89.99	\$ 449.95
5	Plexiglass ATX Casses	www.casesrus.com	\$ 123.45	\$ 617.25
5	Floppy drives	www.newegg.com	\$ 9.95	\$ 49.75
5	2 GB RAM Crucial	www.crucial.com	\$ 59.99	\$ 299.95
5	LiteOn CD/DVD ROM Drives	www.newegg.com	\$ 39.95	\$ 199.75
5	Joes Mobo/Processor comb	www.joes.com	\$ 129.00	\$ 645.00
1	Silver nitrate tube	www.newegg.com	\$ 15.00	\$ 15.00
Subtotal				\$ 2,276.65
Shipping				\$ 59.00
Tax 8.5%				\$ 193.52
Total				\$ 2,529.17

PROJECT RUBRIC

Criteria	Excellent	Good	Needs Work	Poor	Not Demonstrated
Language use, if applicable, is appropriate and shows a complete understanding of the concepts.	20	16	12	8	0
Presentation					
Customer Overview	10	8	6	4	0
Resources—Company locates at least three policy and procedures manuals from other companies that lend credence to the policies and procedures they have chosen	More than 3 (10)	3 (8)	2 (6)	1 (4)	(0)
Jargon defined	10	8	6	4	0
Questions that must be answered to begin project	10	8	6	4	0
Customer needs defined (present needs)	20	16	12	8	0
Customer needs defined (future needs)	20	16	12	8	0
Policies clearly outlined	20	16	12	8	0
Rationale for each policy	20	16	12	8	0
Graphics are used that support the message in an appropriate manner	20	16	12	8	0
Presentation given in a mature manner	20	16	12	8	0
Flyer					
Flyer is complete and has information on all sides	30	24	18	12	0
Flyer contains full description of all policies	10	8	6	4	0
Flyer contains rationale for each policy	10	8	6	4	0
Flyer contains appropriate graphics that support the message	10	8	6	4	0
Contract					
Emailed to teacher (err, client) prior to orientation day	10				0
Contains full description of each policy	20	16	12	8	0
Contains rationale for each policy	20	16	12	8	0
Quiz					
Ten question quiz created and given to teacher (umm, client) before presentation (must be typed and emailed)	30	24	18	12	0
Questions reviewed during orientation	20				0
Participation					
Participated in orientation during other presentations	20	16	12	8	0
Scored other team's orientations	20				0
Use of class time	20	16	12	8	0
Total Score	/400				

This project is due the day of the policy and safety test.

IDEAS TO HELP CSN STUDENTS PREPARE FOR TESTS

Often I see a pattern of students who do well on applied work, but are really having problems with testing. This is generally due to a lack of studying. In many high school classes, kids are able to do okay on tests without studying. In this class that really causes problems. Tests are challenging and without studying, students really do poorly. Those who do study generally do an excellent job and find they have a better understanding all the way around.

Since the course is preparing students to take professional certification tests, it is important that they learn how to study for tests. When I ask the kids how they study the answer is usually one of two answers, "I don't" or "I cram the night before." Neither one is very effective.

- ☒ Our class has a website www.teechur.com. All units have a test review available on the website.
- ☒ Instead of sitting down and doing the review one time the night (or even the moments) before the test, break the studying into 15 minute increments. The entire review does not have to be taken at once. Example:
 - Day one of unit, sit down and do questions 1-10 on the review. Submit the test. Look at how you scored on each of the first ten questions. Highlight what you missed (or were fuzzy on and guessed, but got right). Review those.
 - Day two: Do questions 1-10 quickly and then 11-20. Submit. Do the same thing as yesterday.
 - Doing this you're taking maybe 10-15 minutes per day to study and by test time, you'll have reviewed each question 8-10 times without cramming.
- ☒ Be sure all labs have been completed before test day. That way you KNOW what to do on the lab test and can easily ace the test. There is nothing worse than having a computer problem on a lab test because you didn't do the lab which set it up!

Remember that all materials are online. While I don't assign homework, students can always work on review and projects at home.

Also: I have been emailing progress reports home after every unit. If you are not receiving a progress report about every 2-3 weeks, please email me at mrsk@teechur.com and I'll be sure you're on the list!

Klem Notes

Module:		Name:	
		Date:	
Section:		Session:	
Questions/Main Ideas/Vocabulary	Notes/Answers/Definitions/Examples/Sentences		
what is a procedure?			
why have?			
How different from policy?			
Examples			
where do pol and pro come from?			
Summary:			

Klem Notes

Module:		Name:	
		Date:	
Section:		Session:	
Questions/Main Ideas/Vocabulary	Notes/Answers/Definitions/Examples/Sentences		
What is CYA?			
How do you change them?			
Why is money part of policies?			
Orientation:			
Formal:			
Informal:			
Summary:			

