



MOUSE Squad Curriculum Outline 2010-2011

Module 1: Preparing for a Help Desk

- ✚ Exploration: Understanding MOUSE Squad
 - Getting on mousesquad.org *
 - What is MOUSE Squad?
 - An Introduction to Technical Help Desks
 - How Does the MOUSE Squad Work?
 - Technician Skills Tracker *
 - Setting MOUSE Squad Goals
 - MOUSE Squad Jobs
 - MOUSE Squad Certification *
- ✚ Exploration: Team Building
 - What is a Team?
 - Tips for Team Building
 - Teamwork Game: Make Some Noise!
 - Teamwork Game: Middle Name March
 - Selecting Team Games from the Web
- ✚ Exploration: Online Communication and Information
 - Exploring mousesquad.org (A Scavenger Hunt)
 - Communicating Online: The mousesquad.org Forum
 - Becoming an Information Detective
 - Introduction to Blogging
 - Building a Blog in mousesquad.org – Module 1 Reflections
 - The Source Whisperer: an HTML Game

Module 2: Problem Solving & Troubleshooting

- ✚ Exploration: Problem Solving and Troubleshooting
 - Becoming a Good Problem Solver
 - Problem Solving Games: MOUSE Squad Maintenance Schedule
 - Problem Solving Games: The Pony Express
 - Problem Solving Games: The Zin Obelisk
 - More Problem Solving Games
- ✚ Exploration: Troubleshooting
 - MOUSE Methodology for Troubleshooting: UMCHS *
 - Tips for Effective Troubleshooting
 - Troubleshooting Practice
 - BlogIt! - Reflections on Problem Solving & Troubleshooting

Module 3: Computers, Users, & User Error

- ✚ Exploration: Basic Computer Technology
 - What is the personal computer? *
 - Personal Computer Basics
- ✚ Exploration: Computer Users and User Error
 - Learning to Identify a Customer's Technology Level
 - Common User Errors
 - Dealing with Difficult Clients: Think GRULARS
 - Asking the Right Questions
 - BlogIt! – Reflections on Computers, Computer Users, and User Error *

Module 4: Wired & Wireless: Computer Mechanics

- ✚ Exploration: Network Design
 - Network Topology
 - A Network Mystery
 - Network Design Project *
- ✚ Exploration: Getting Inside the Network
 - Ports and Connections
 - Network Addressing
 - The Command Prompt and the Terminal
 - Troubleshooting Network Problems - The Ping Utility
 - BlogIt! – Reflections on Networking and Computer Mechanics *

Module 5: The Operating System & the Desktop

- ✚ Exploration: A Computer's Operating System
 - The Operating System: Mac vs. Windows *
 - Installing the Operating System
 - Customizing the Desktop
 - Routine Maintenance of the Operating System
 - BlogIt! – Reflections on the Operating System

Module 6: Configuration Basics - Hardware and Peripherals

- ✚ Exploration: Configuring a Computer
 - Exploring Control Panel (PC) and System Preferences (Mac)
 - Configure It! *
 - Blogging – Reflections on Configuration

Module 7: Software - Programs to Get the Job Done

- ✚ Exploration: Software Applications
 - Programs vs. Files
 - Installing and Removing End User Applications
 - A Software Challenge: Word Processing *
 - A Software Challenge: Presentation Software *
 - A Software Challenge: Spreadsheet Software *
 - BlogIt! – Reflections on Software

Module 8: Cracking the Case: Computer Hardware

- ✚ Exploration: Computer Components
 - DreamLab: Learning Hardware Specifications
 - Computer Components
- ✚ Exploration: An Inside Look
 - Safety Guidelines *
 - Break/Fix: Taking it Apart & Putting it Back Together
 - BlogIt! – Reflections on Computer Hardware

Module 9: The Mobile Solution: Managing Mobile Labs

- ✚ Exploration: Understanding Your Laptop
 - What is a laptop and how does it work?
 - How are laptops different than desktops?
- ✚ Exploration: Basic Laptop Care
 - Basic Laptop Care
 - A Plan for Safe Laptop Use *
 - BlogIt! – Reflections on Mobile Labs and Carts

Module 10: The Talented and Trusted Technician

- ✚ Exploration: MOUSE Squad Operations
 - MOUSE Squad Ticket Tracking and Ticket Requests
 - MOUSE Squad Rules of Operation
- ✚ Exploration: Effective Communication
 - Communication: The AntiVirus
 - What is Good Communication?
 - See What I See: Practicing Communication
- ✚ Exploration: Becoming a Technician
 - Professional Etiquette
 - Earning Trust and Respect *
 - Taking the MOUSE Squad Pledge *
 - BlogIt! – Reflections on the Talented and Trusted Technician

* REQUIRED: These activities must be documented before earning the Level Ten Certified Technician Certificate