

Frequently Asked Questions by Student Participants

Student Employee Technology Corps Program Towson University Office of Technology Services

Program Overview

1. How will I find out if I am accepted into the program once my department nominates me?

Expect to hear back from someone in OTS within two weeks; further information will be provided at that time on how to begin your SETC preparation and training.

2. Can students join the program at any time or do they have to start at the beginning of a semester?

Yes, department supervisors can nominate a student employee for the SETC program at any time. If you know another student employee who might be interested in participating in the SETC program, share what you know about the program and encourage them to talk to their supervisor about it

3. Can students join the program at any time or do they have to start at the beginning of a semester?

Yes, department supervisors can nominate a student employee for the SETC program at any time. If you know a student employee that is interested in participating for the department they work in, tell them to talk to their supervisor about it.

4. Will I be able to understand the content if I do not have a large technology background?

Students today, typically are comfortable with using technology. With training, resources, and mentoring from an OTS team captain, you will be able to do the needed basic troubleshooting. You can always contact your OTS team captain at any time for direction or assistance.

5. What does it mean to be a “first responder”?

If you ever took a first aid or CPR class, you know how critical your role is as a first responder. From the moment you arrive at the scene, you use your training to stabilize the victim and, if necessary, call an ambulance or get the person to a hospital where they can get complete medical care.

The SETC program is very similar to CPR training—except it’s for technology used on Towson’s campus, including hardware, software, websites, computers, phones, and all the other things people at TU rely on to get their work done.

6. How long will the online training in Blackboard take?

The online modules are all in Blackboard. You will complete twelve 30-45 minute Blackboard modules, followed by a short quiz. This is online and can be completed anywhere. It is up to you and your department. After you pass the final exam in Blackboard, you will be scheduled for 6-10 hours of small group, in-person practical training. The in-person training will take place on campus.

7. How much hands-on training will I get?

The hands-on training should take 6-10 hours, depending on your previous experience, how diligent you are with actually learning the online material, and your overall technical knowledge. The online learning is important preparation for the hands-on training; it's not just about passing the online quiz—the material needs to stick.

8. During training, what do I need to do to stay in contact with my assigned team captain?

Whatever you need to do to stay in close communication! Make sure to set high expectations to return calls, emails, or text messages (whatever you agree to). Suggestion: set a maximum of 4 hours from initial contact—the same promise we make for first contact when dispatching a service request to our OTS Field Support.

9. Can I sign up for an abbreviated program instead, something specific to what I'm studying or just a single skill I need on the job, like using Excel?

No, sorry. The program covers an integrated set of related technologies, procedures, and information. It's meant to provide a core set of skills most students on campus will need in common jobs. If your department needs specific training in special areas, they have other established options. OTS Training perhaps, our Client Services team or other units in OTS could put something together perhaps, an outside vendor could be contracted, Human Resources hosts an online learning resource, and then there's the new free [online training with Lynda.com](https://www.lynda.com).

10. As a student worker, what incentive do I have for participating? (Especially if I am not in a technological related field)

Every job, every career, uses some form of technology, and employers appreciate employees who are well trained to use the latest technology. Adding a paragraph to your resume indicating that you functioned as a first responder for technology problems, along with an outline of the various types of technology problems you have learned to troubleshoot, will make a very nice addition to your resume. In addition, you will find that providing this support gives you experience with leadership, communication, critical thinking and problem solving skills, and professional work ethics and confidentiality. All very important and relevant in any field.

Completing the Program

1. Is there a time limit to complete the Blackboard modules?

No, this is a self-paced program, but it is probably best to start it when you may have the time to complete it within two to three weeks. It would be hard to remember things that you had already learned about and relate to them as you continue to learn otherwise. After that we will schedule the hands-on portion of your training.

2. How is satisfactory completion of the SETC program determined?

The online training comes first. Then the hands-on training. Your OTS team captain will have a set of hands-on training performance criteria and will assess your proficiency on each item. When all items are

complete the team captain will sign you off as a successful program graduate, notify your department, and issue you your well-deserved certificate!

3. What score must a student receive on the final exam in order to pass?

You must score a 100% for all quizzes in the Blackboard training, but they can review the information and retake the quizzes as many times as they need to. For the hands-on training, you must score at least an 80% on quizzes. The quiz will be reviewed in the training so you will know the correct answer at the end of the training. The most important thing is that you know the information or where to find it when you need it.

4. Will I get paid extra by my department, once I pass this training and become a certified SETC provider?

That's totally up to your department, but I would not count on it. It's a discussion you will need to have with your supervisor. We are providing you some additional training to help you do your job better. While employers value this kind of thing, they usually don't pay people extra solely because they went to training.

5. Will I have to do any part of this program at home?

Since this is job-related training, your host office or department will generally let you do the online training modules and practical experience during work time, just like other job-skills training. However, being a self-paced program, you can complete the modules off the clock, if that's your department's decision—or you could choose to do that to finish it sooner.

6. My department signed me up to participate, but I'm not comfortable with technology or being put on the spot to fix technology that I do not know anything about. Can I decline to participate?

Your supervisor nominated you because they believe this type of participation would be beneficial for your department and that you could learn it. Remember, no previous knowledge is required. If you and your supervisor agree, just reach out to Julie Leary at jleary@towson.edu and let's discuss it first.

7. What types of technology problems am I going to learn how to fix?

Students will be able to solve some of the most common issues and question that occur on a daily basis, such as: Resetting forgotten/Expired passwords, mapping network drives, getting access to a printer, just to name a few. For a complete list of topics see our list of the [Blackboard-based Online Training Modules](#).

8. What if I fail the program, can I take it again?

You will be able to review the information in Blackboard and retake the quiz at the end of each module as many times as you need. The most important goal is to know the information or where to find it when you need it. It will be hard to fail. In the hands-on training, your OTS team captain will work with you directly and will ask your questions to be sure you understand and know what to do. You will be given a short quiz after this training as well. If we see you are having a hard time with something during training or as a SETC student employee, we will continue to work with you directly. This could include in-person meetings. So don't be afraid to ask your OTS team captain to work with you again on something. We want you to succeed.

9. What happens if the training I receive is insufficient to solve issues where services or procedures have changed from what I originally learned?

Your OTS team captain will keep you updated and trained on any procedures or services that change. Plus, we will post announcements and update our resources on our website and on Blackboard. If unable to solve you can contact your OTS team captain, OTS Faculty/Staff Help Center, or open a [TechHelp](#) Service Request (SR) to have an OTS On-Site Technician assist with the problem.

10. Will students be required to be recertified if there are changes in the program?

No. You will receive one certification upon completion of the program. We expect recurrent and refresher "training" will be needed once a semester and will post announcements when there are changes or new technology. But keep in mind that "training" can take the form of online videos, service bulletins, webinars, and other channels. We don't want to pull you away from your job in your office, so once you're trained initially, count on no more than 2-3 hours a year for recurrent and refresher training.

11. I go to school full time, will I be able to handle the SETC workload, my department's workload and my class schedule?

That will be a decision that can be discussed, between you and your hiring department. The thought is you are already there to work for your department. With this training, you will be able to help them with common technology as well.

Your Team Captain

1. What is a "team captain?"

You will be working with a group of students assigned to an OTS staff member or student coordinator. Your team captain is your mentor and will provide the hands-on part of the SETC program training and will arrange 1:1 shadowing visits with you as needed. They are also someone that you can call directly should you have a question or need help with something. They will call you periodically as well just to check in with you.

2. What is my team captain's responsibility to me?

- a. Actively guide you through the program from signup through successful completion—they are your coach, but at the end of the day, you are responsible for your learning and your first-responder work as an SETC provider.
- b. Stay in contact with you periodically, especially for the first two months after you are certified—a quick call to check-up, an email to see how things are going.
- c. Help you with the Blackboard site.
- d. Send you notices, bulletins, or other communications to keep you informed and up to date.

3. What do I do if I cannot reach my assigned OTS team captain?

Your captain will go over the details, but if there's some technology to be fixed or an important issue to solve, don't wait for a consult. You or your department need to the OTS Faculty/Staff Help Center at 410-704-5151 or the Classroom and Computer Lab Technologies support line at 410-704-8324 for issues in classrooms and lab spaces. Be sure to let them know if it is an urgent or sensitive matter so your request gets priority handling.

4. My OTS team captain has been unresponsive or is not doing a good job training me, can I get a new one?

Contact Julie Leary at jleary@towson.edu. We will work with you and your department on that.

5. Can I use my OTS team captain as a job reference?

Yes, since they trained and worked with you directly they will be a good job reference.

6. Will I be able to shadow the OTS team captain working on issues in my department as part of my hands-on training?

Yes, this will be part of the hands-on training program solo skills; explain, show/demonstrate, shadow/watch, and verbally question.

7. If I change who I work for on campus, will my contact in OTS change?

No, but you should let your new supervisor know that you are a certified SETC first-responder. Your OTS team captain can assist you with explaining the program and how it benefits the new department, if needed. It will be up to your supervisor for your new job to continue on or not.

Now what? You're a Certificated SETC First-Responder

1. How many hours am I required to work? What's the maximum I can work?

Just like first aide providers don't have a fixed time to use their skills, neither will you. It's now going to be part of your regular job. As for that, your work hours and all that are defined by your hiring department, and the Career Center has guidelines to help TU departments with that.

2. Does this training mean that I can create the service request "tickets" for my department?

You can, but it's up to your department to decide if and when they want you to. You will be trained on how to use TechHelp which is the web-based IT Help Desk software that the university uses to log in service requests (SRs). During your training you will learn how to create SRs that contain pertinent information that will allow technicians to quickly identify the problem and direct the request to the correct group in OTS to resolve the problem.

3. Will my time spent on these courses apply toward credits or courses offered by Towson?

No, this is a volunteer opportunity for you to develop your skills and to help the department that you are working with as a student employee. But you sure will get valuable resume material.

4. Once you are certified and working in an office, will there be a backup person in the office? What does my office do when I'm not there?

If your office has another person to handle work, fine—that's up to your office. If not, they can choose to wait for you to return, or call our regular support lines (410) 704-5151 for general technology, or (410) 704-TECH for classroom audiovisual or instructional technology problems.

5. Will I be able to talk to other student employees participating in the program with me?

Absolutely. This will be a team program and student employees can always work with other SETC student employees to learn from each other. If you're unsure about something, contact your OTS team captain or the Faculty/Staff Help Center.

6. If I am interested in training to do more, who do I talk to?

Your supervisor approved you to learn to be a first-responder role for your department. Any changes to that agreement must be worked through with your supervisor. Some things we cannot give you the access to necessary to provide more support, but we will work with you and your department if you feel that there is additional support that you can provide.

7. When I provide technology support, will I have to report or log it?

In some circumstances, yes. You don't need to log simple questions, but when you actually do technology work in your first-responder role that takes a little bit more time OR falls into a certain set of parameters, we want you to log it in our tracking system so we can report on it or track it to completion. Samples and practice will be provided during training.

8. What happens if I give the wrong information out?

Never attempt to try and answer when you are not 100% sure of what that answer is. Even saying something like, "I think ..." or "Yes, but not if ..." can cause a miscommunication. You will find people hear the first thing you say, e.g. "Yes..." or they just focus on what they need and not notice that you said "I think, but" before making the final comment. Miscommunications cause misunderstandings and can set up expectations that the university cannot back up or could even eventually embarrass the faculty or staff member. It's hard to take back something you said or to explain "I said, yes ... but...", so stick with, "Let me look into that and get back to you." Then contact your team captain for direction.

9. What happens if I break something?

Accidental damage is extremely rare, but when it happens, it can happen when anyone tries to do something beyond their skill level, including full-time faculty or staff. Only use the resources and troubleshooting steps given to you as part of your training. It's very important to remember that. By breaking something, you could lose university data for that faculty or staff member. You do not want to do that. If you're unsure about a request or problem, explain to the faculty or staff member that you will look into it and get back to them, then contact your team captain for direction. Somethings will have to be taken care of by a full-time OTS staff member.

10. How should I handle a faculty or staff member who is angry and yelling at me? Is it okay for them to do that to me?

Stay calm, listen to their concerns, and let them know that you will follow up with your supervisor. Talk to your department first; then, if you all agree, contact your team captain for further advice or action.

11. If a student changes jobs, will they still be certified and retain all of their privileges in the new position?

Yes. You should let your new supervisor know that you are a certified SETC first-responder. Your team captain can assist you with explaining the program and how it benefits the new department, if needed.

12. How will changes and updates be announced?

Depending on the potential effect on support, if the program or information changes, we will do a one or more of the following:

- a. Update our Web pages and resources
- b. Send out a notice or communication about the new information or changes
- c. Update our Blackboard modules accordingly or add a new module
- d. Coordinate additional Blackboard and/or recurrent/refresher hands-on training as needed.

13. Can I keep my access to the training resources after I graduate?

Technology is always changing and different companies have different ways of support and services, so when you start a new job you will want to follow their processes. However, much of the resources are on the Towson website. For those resources that do not require a NetID, you'll be able to reference if it is helpful to you.