

# Lake Belton High School provides students with real-world skills and experience by working at the Technology Help Desk

The Texas school is seeing benefits from using Acer's Service eLearning Repair Program

For one high school in Texas, a computer repair training and certification program is providing students with real-world, college and career readiness skills, while enabling the school's Technology Help Desk to support thousands of students and educators relying on Acer Chromebooks for teaching and learning.

Lake Belton High School (LBHS) first opened in 2020, as part of the Belton Independent School District in Texas, which is located between the cities of Waco and Austin. The district currently serves over 13,000 students and includes some 1,800 employees, but the community is growing quickly and is forecast to reach an enrollment of 16,000 students by the year 2030.

Angela Finn is a Technical Support Specialist at the Technology Help Desk at LBHS, which enrolls over 2,100 students. "In my role I support any and all education technology in our school, from student and teacher devices to projectors and printers."

## Win-win opportunity

Soon after the school opened in 2020, Belton ISD first went one-to-one across grades 2-12 in the district. There are some 2,100 Acer Chromebooks in LBHS alone, and the school's Technology Help Desk provides support to several other schools in the district, totaling nearly 5,000 devices.

Finn says she learned about the Acer Service eLearning Repair Program, and after discussing with the principal, saw it as a win-win opportunity to both offer a new learning experience to interested students and add more technicians to the Technology Help Desk to better

serve the thousands of Acer Chromebook users that the department supports.

## Becoming certified "Techsperts"

Acer's Repair Certification eLearning Program is an online course that teaches students how to perform basic hardware repairs on Acer devices deployed in their school or district. The 8-hour self-paced course covers every component of Acer Chromebooks through interactive videos, materials and assessments and includes gaming elements such as points, badges and leader boards.

"At the end of the course, students disassemble an Acer Chromebook, then put it back together and test it to make sure it's working correctly," Finn states. "After completion, they earn their certification as an official 'Techspert' and can work at our Technology Help Desk."

Finn says that 15 LBHS students currently serve as certified Techsperts, while the desk has had as many as 22 students participating. "Students serve voluntarily, and so they all want to be here. While there isn't a minimum time commitment, I do have a policy that they need to have worked on at least 5 Chromebooks in a 9-week period to maintain their certification," Finn says. "That ensures they don't forget anything, and they keep their skills sharp."

"Acer Chromebooks are very reliable devices, but we'll have an average of 10-12 come in for repair per week from normal wear and tear, as



students can be rough on them," Finn continues. "But because we have this group of student technicians, we can repair them quickly and have them back in service within 1 or 2 days."

## Looking to a bright future

Finn says working at the Technology Help Desk benefits the students as well as the school. "I had one student who was considering dropping out of school, but this program showed him he could gain practical, real-world skills and experience in school, and so he decided to continue. Another student wasn't going to attend college, but this program got him interested in college for the first time."

Going forward, Finn says her hope is to expand the program. "It has been a huge success. I want to get more students involved, because it benefits them so much. And because our district is growing so quickly, we will only have more devices in the future, so this will help us continue to provide high-quality support."

