

Promising Practices Overview, Review, & Forecast

*Julie Pittman, Special Advisor to Teacher to the Superintendent, Teacher Engagement
Dr. Angie Mullennix, Director of Innovative Practices and Programs****

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Promising Practices Strands



**Navigating
Students Toward
a Brighter Future**

*This Promising Practice reflects
a focus on Prioritizing Student
Support Services and Transforming
the Human Capital Pipeline.*

*[www.dpi.nc.gov/about-dpi/
operation-polaris](http://www.dpi.nc.gov/about-dpi/operation-polaris)*

 Learning Recovery and Acceleration	 Strengthening Literacy
 District & School Transformation	 Student Support Services
 Reforming Accountability & Testing	 Human Capital

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Promising Practices Clearinghouse



IT Helpdesk Internships Solar Apprenticeships

HALIFAX COUNTY SCHOOLS



Promising Practices Clearinghouse >> Engaging Students through Work-based Learning
JANUARY 2022

Practice Description

Student internships are not a nuance, as the modern internship has roots as far back as the 11th century guild system.¹ Within the educational context, internships are opportunities to provide students with avenues for experiential learning that prepares students for the workforce through work-based skills attainment, as well as soft skills development. Essentially, internships offer students a way to gain relevant knowledge and skills while also putting their learning into practice in an applicable way.

This report details a cross-curricular approach to developing and sustaining a student internship program that also serves as a student support services outreach initiative and service-learning project.

IT Helpdesk, Tech Team Internships

TECH TEAM
THE STUDENT CONNECTION

INCBCE
INVEST • INSPIRE • INNOVATE

When the COVID-19 Pandemic began to impact North Carolina Public Schools (PSUs) in March 2020, an immediate transition into remote instruction transpired. Students were working from home through various means, from paper packets and curated content aired on television to online instructional platforms. Some PSUs already offered a one-to-one ratio, meaning one device per student, but many districts did not offer that immediately.



As devices became more available—it's important to note that the whole country was basically trying to purchase more devices for student use—districts shifted to greater technology distribution and usage. The increase that didn't happen during this shift was that of technology repair staff to fix the devices as repairs were needed. Halifax County Schools found a solution to that problem through IT interns who would serve as technicians for the IT Helpdesk. Dr. Cunningham explained that the concept of this was to develop a district-based model similar to that of the well-known Geek Squad (NCBCE, 2021). With only two people in the district's IT department, the interns were a much-needed inclusion. Students were selected through a teacher recommendation process to suggest students who they believed would be a good fit for the class and who would benefit most from it.



Within the IT intern program, Tiffany Taylor, the CompTIA IT Fundamentals and Computer Engineering Technology I Teacher at Halifax County Schools' Northwest Collegiate & Technical Academy, provided: "Our students will not only learn to repair computers, but will also have the opportunity to gain credentials." She furthered that an incoming freshman will have the chance to obtain two IT certifications; CompTIA IT Fundamentals +; and CompTIA A+. Taylor noted of the program's purpose: "We wanted to give our students hands-on experience and make them employable right out of high school." It was truly a focus on workforce development, while also solving a problem that surfaced as a result of the COVID-19 pandemic.

Student interns gain the 21st century skills they need to perform successfully within any career. With students being able to actually repair the Chromebooks, it helps to alleviate some of the duties on the IT department. "This puts the district in a place where it can repair and return Chromebooks in a timely manner," stated Taylor.



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INCLUDES:

- ✓ overview of all the strands and examples.
- ✓ monthly roll-outs based on themes (work-based learning, teacher housing, grow your own, etc.).
- ✓ various assets: research briefs, infographics, write-ups, videos, websites, VR experiences.

Promising Practices Clearinghouse

DIFFUSION OF INNOVATION

Results-proven information sharing that has resulted in districts having informed conversations and making informed decisions based on the information in the Promising Practices Clearinghouse.

Promising Practices Strands

Select one or more strands



LEARNING RECOVERY



DIST & SCHL TRANS



LITERACY



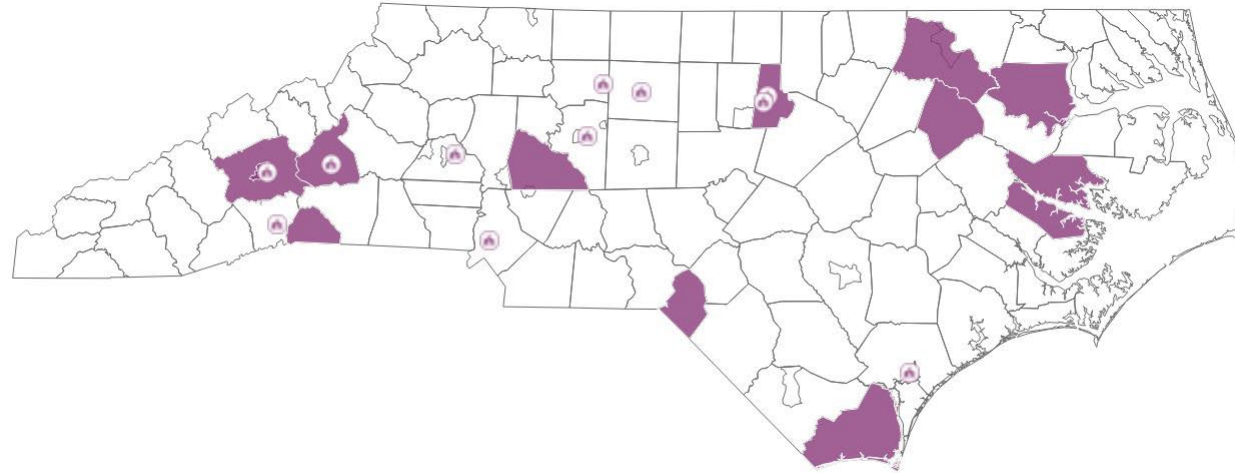
STUDENT SUPPORT



HUMAN CAPITAL

Discover promising practices across NC

Filter your search



January – June Practices

JANUARY – Work-Based Learning

FEBRUARY – Teacher Housing Initiatives

MARCH – Grow Your Own (Teacher Pipelines)

APRIL – Authentic Learning

MAY – Leadership Development

JUNE – Literacy / Pre-K

July – December Practices

JULY – Summer Programming

AUGUST – Summer Programming

SEPTEMBER – Personalized Instruction

OCTOBER – Mental Health

NOVEMBER – Multilingual Learners

DECEMBER – Work-Based Learning / Public-Private Partnerships

Questions/Comments?

