

## Additional IT support for students by students

Why Dell Student TechCrew students are an essential part of their community.

South Carolina's Aiken County Public School District saw an opportunity to help students across its schools prepare for an increasingly technology-driven workforce. That opportunity was to take part in the Dell Student TechCrew program.

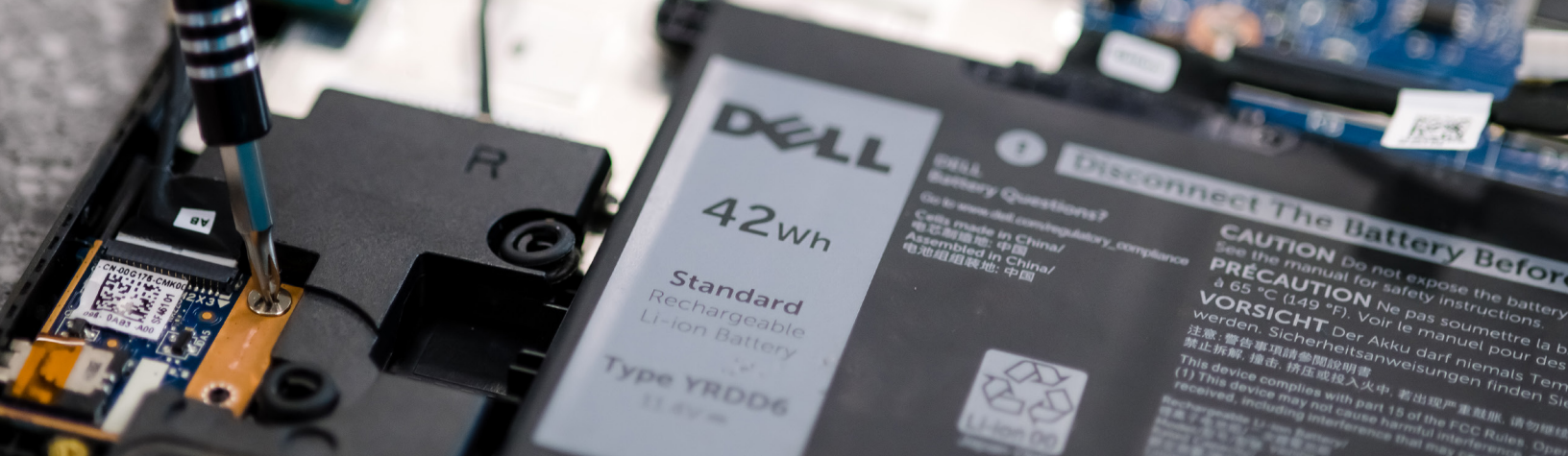
Enrolling in TechCrew, a program dedicated to equipping students with essential career skills, proved invaluable in enhancing the IT infrastructure. Establishing student-led helpdesks within schools transformed each TechCrew hub into a repair center for the district's technology needs.

"We really appreciated the additional student support to help their peers," says Michelle O'Rourke, a teacher and TechCrew facilitator at North Augusta High School (NAHS).

Through her students' repair work and dedication to learning a new skillset, fellow students and faculty were able to get back up-and-running quickly after unexpected laptop drops from desks or falling from lockers. That's a huge boost to productivity and classroom engagement as technology has become a critical tool.



Mrs. O'Rourke, who is fondly called Mrs. O by her students, says the student-led helpdesk completes hundreds of repairs a year, not including quick-turn maintenance. Those are impressive numbers of students returning to class with their devices working thanks to the help of their classmates in TechCrew.



Students in TechCrew like O'Rourke's have become essential to supporting their districts; from empowering friends and peers to learn more about the technology they use every day, to keeping that technology up and running so they can work on assignments in class, and at home, without interruption.



In addition to learning technical skills, students are also taught career skills which, according to O'Rourke, is just as important as the technical skills they gain. For many students, this type of exposure to technology, and the complimentary educational curriculum, is game changing. So much so, that for many, it's led to an unexpected passion that has even become a career.

Students in Aiken County, in addition to their TechCrew learning and certifications, have gone on to earn their A+ certification. This

certification is one of the industry's most sought-after for landing technical support and IT operational jobs. Students have also pursued OSHA certifications.

TechCrew experience has opened doors for graduates. Some have landed device repair, technician, or consulting roles locally. Others have pursued cybersecurity careers in federal or military service. Still others opted for higher education, often in computer science, networking, or cybersecurity.

"TechCrew is a jumping off point," O'Rourke says. "It gives them skills you can't quantify."

Beyond IT, students can take the skills they learn in TechCrew and apply them anywhere in their life—at home, in school, or career. But what might be most important of all is they learn to support the community around them by finding a true sense of confidence in themselves.

Because confidence is the best tool they'll ever achieve.



To learn more about Dell Student TechCrew and participate, visit [studenttechcrew.com](http://studenttechcrew.com) or scan the QR code with your device.