TECHNOLOGY SUPPORT TO SCHOOLS

Objective:

Throughout the year 2021, *Politecnico di Milano* (POLIMI) involved 114 of its students in the project aimed at supporting secondary schools in the use of technologies (devices and software) for teaching.

In this project each school was assigned one or more students who supported it in solving technical problems through the interaction with teachers and students who encountered difficulties in using technological tools.

Participants:

The undergraduate or Master of Science students from *Politecnico di Milano.*

Method:

Two main methods were used:
- the school teacher collected the questions and forwarded them to the students who answered them on a daily basis (every 2 days in this case);
- "live desk": the student was available online on certain days/times to immediately answer the questions formulated by various teachers.

Following teacher's specific recommendations Politecnico di Milano students were also involved in supporting the groups of students with specific difficulties (related to the use of technology), to tackle/resolve the identified issues such as:
- The use of devices (e.g. tablets, notebooks, etc.) for teaching activities.
- The use of platforms in managing and organizing teaching activities.
- The use of platforms for distance learning lessons.
- The use of different materials and communication channels (e-mail, Facebook, WhatsApp, and many others) used by schools to interact with families and students.

Timing:

The students collaborated with the targeted schools throughout 2021.

External partners:

Teachers and students of secondary schools.

Service implemented:

Supporting groups of secondary school students with specific difficulties (related to the use of technology).

The opinions:

"I delved a lot into tools that I will definitely be using in the future since there are many features that I didn't know but that could be very useful to me at the university."

"I was assigned to a suburban school, full of special stories and complexities. The project turned out to be challenging but wonderful: I am giving real help to those who really need digital support to overcome everyday difficulties (Learning disabilities and disorders, language barriers, etc.)."

"I'm a bit disappointed because I would like to do more: unfortunately, the end of the academic year makes it almost impossible to keep in touch with the school. I would like to be able to offer concrete opportunities to the students, to convey enthusiasm to them. I hope the situation will improve in the next months."

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