



# Technology Support Plan

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## Level 3: School is closed. Learning is remote.

1. [StarsDesk@student.cghsnc.org](mailto:StarsDesk@student.cghsnc.org) will be available for just in time student supported chat using [Google Hangouts](#). The tech support availability schedule will match the school schedule for the day. Gibbons Tech Department Educators will also be supporting the just in time chat.
  2. The STARS tech support email will continue to function. Questions and issues should be emailed to [Stars@student.cghsnc.org](mailto:Stars@student.cghsnc.org). This account is monitored by Gibbons Educators and emails will be responded to accordingly.
  3. Remote tech support for students will be offered via Zoom.
    - a. All Zoom interactions will have a minimum of one Gibbons Tech Team member and one additional Gibbons Educator in the conference when supporting student devices.
    - b. A rotating schedule for the +1 will be maintained internally.
  4. The Gibbons Tech Team will be augmented by the help desk staff at [Carolinas IT/Logically](#).
  5. Hardware Failures:
    - a. We have partnered with [TenPlus](#), a local repair center to perform all necessary repairs during a Gibbons closure. If it is determined by Gibbons IT that your device needs a repair, you may opt to bring it to [TenPlus](#) and have it serviced during the closure.
    - b. Gibbons will not be able to accept hardware drop-offs or pick-ups during a closure.
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## Level 2: School is open. Significant and Increased Absences

1. STARS Desk is Open
    - a. Users will clean their computers when they approach for service or return a loaner device.
    - b. STARS will wear gloves when working on endpoints.
  2. [StarsDesk@student.cghsnc.org](mailto:StarsDesk@student.cghsnc.org) will be available for just in time student supported chat using [Google Hangouts](#) during the school day.
  3. The STARS tech support email will continue to function. Questions and issues should be emailed to [Stars@student.cghsnc.org](mailto:Stars@student.cghsnc.org). This account is monitored by Gibbons Educators and emails will be responded to accordingly.
  4. In-house hardware repairs will decrease and will be sent off site.
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## Level 1: School is open. Increased Absences

1. STARS Desk is Open
  - a. Users will clean their computers when they approach for service or return a loaner device.
  - b. STARS will wear gloves when working on endpoints.
2. [StarsDesk@student.cghsnc.org](mailto:StarsDesk@student.cghsnc.org) will be available for just in time student supported chat using [Google Hangouts](#) during the school day.
3. The STARS tech support email will continue to function. Questions and issues should be emailed to [Stars@student.cghsnc.org](mailto:Stars@student.cghsnc.org). This account is monitored by Gibbons Educators and emails will be responded to accordingly.
4. In-house hardware repairs will continue.