



# Dell Student TechCrew

STUDENT-LED HELPDESK

**Get students ready for the future by establishing a student-led helpdesk to service your school's technology.**

**1.1**  
**million**

**computing-related job openings** in the U.S. are expected by the year **2024**.



Yet only **45%** of these jobs could be filled by U.S. students graduating with a **computing bachelor's degree**.



The student-led helpdesk program is **50%** tech and **50%** customer service.



## What is it?

The Dell Student TechCrew promotes future career skills and learning via hands-on experience as students help their peers and school staff with technology issues.



## How does Dell Giving (Corporate and Social Responsibility) help?

- Resources to get you started on this wonderful journey
- The Dell TechDirect self-service portal for technical support, online training and parts replacement/dispatch
- Mentoring from Dell professionals for learning beyond the classroom
- Additional certification and learning opportunities



## What is included in this program?

- Learning resources that support technology skills
- Curriculum from Dell and The Conrad Design Method® (CDM) to support solution-based learning
- Professional learning course for teachers to facilitate the curriculum, provided by Dell Giving
- Comprehensive Implementation Guide, including design suggestions to help set up your classroom



## Why participate in this program?

- Boost students' career-readiness skills, such as communication, collaboration, creativity, and problem solving
- Offer students industry certifications to support college and employment goals



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Incorporate the student-led helpdesk course in

## 8 easy steps



**Step 1**  
Contact your Dell Account Executive to get started.



**Step 5**  
Students complete Dell TechDirect online certifications.\*\*\*



**Step 2**  
Add your institution to the Dell TechDirect portal.\*



**Step 6**  
Implement The Conrad Design Method® (CDM): The No Box Toolbox, provided by the Conrad Foundation. For more info visit: [ConradChallenge.org](http://ConradChallenge.org)



**Step 3**  
Add the course to your school's schedule and select an instructor for the program.



**Step 7**  
Participate in a global challenge for prizes including technology, patents, travel and more.



**Step 4**  
Direct the teacher to the Dell Giving funded summer training for professional learning.\*\*



**Step 8**  
Process the labor reimbursement from Dell on behalf of the students' work to fund additional opportunities.

**65 million dollars**

have been donated to STEM initiatives globally.



85% of jobs in 2030 do not exist yet.

\*Program is \$1500 annually per school district  
\*\*Does not include travel  
\*\*\*No cost

**This is a win-win situation: Students need career-readiness skills and schools need additional technical support. Dell delivers the solution!**