

Donovan Thomas

Reflection Paper 1

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Internship Reflection Paper

First 50 Hours

Working as an IT Support intern for the first 50 hours has given me...

The opportunity to truly feel like I am a part of Information Technology. I have been in school for my cybersecurity major now for about 5 years but just learning about it did not scratch the itch that needed to be scratched. I knew all of this information but could not apply it to anything because in a practical sense it just never clicked for me until now. As I am having the conversations with these people that I work with I am able to understand it more than I thought of because of what I have learned from school. I think that being here will give me the skills that I need to achieve a lot in this field.

The value of Teamwork and customer service are the most important things I've learned. I say teamwork because even though the IT team is kind of isolated in the building, behind a small school system we collaborate with a lot of the teachers, maintenance and other staff. It being the last week of school everyone was still

in the building so having communication with all of them made it easier to confirm certain things. I say I learned a lot about customer service because a lot of the time the teachers and other staff are like our customers. They place a ticket in and it is our job to fix it in an orderly fashion.especially at this time because teachers and students will be gone for 3 months and if everything is not done by a certain time then when they come back after summer break tickets will get flooded into the ticketing application.

In addition to work... I have acquired new skills and operated in systems and applications that I have never seen before. During the last week of school graduating students had to turn in their chrome books. We used a software called one to one to keep track of all the chromebooks and who they were assigned to. I Scanned the S/N and the charger associated with them to turn them into the system and put them on the shelf for the uprising kindergartners to use for the next school year. We also used a spreadsheet to keep track of when the teachers had to re-create their passwords after 90 days. If their name was on the list we sent them an email to change their passwords before they went onto summer break. Lastly any chrome book that was damaged we would check to see if it was still under warranty and if it was not then we would put it in a recycle bin but if it was we would ship them to the company that fixes them. Amy students that damaged a chromebook got charged a certain amount by powerschool and their guardian would have to pay it and if they did not by graduation then they could not walk on stage.

Overall, the first 50 hours have... put a fire to my back and I am very encouraged to keep going with this intern and to grow in this field.I am very grateful that my highschool

that I graduated from was able to give me an opportunity like this because I struggled to find a internship that would bring onboard.