

Stephen Price

Reflection Paper 3

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ODU IT Help Desk

ODU Fall 2025

Professor Teresa Duvall

### **Internship Reflection Paper 3**

#### **150 Hours**

Working as a Help Desk Student Technician for 150 hours has given me the opportunity to improve my technical skills and customer service skills. Throughout my 100 hours of work, I had to help students, faculty, and staff from ODU and EVMS through phone calls, emails, and walk-ins.

The last month of the fall semester was calm dealing with users from both ODU and EVMS campuses. The common issues that users were having were not knowing their password or need to reset their password logging in to ODU software, issues with their class like joining zoom and access materials for the course. The main issue that students were having was having to take an exam using lockdown browser. I had noticed that students were having issues with lockdown browser depending on the type of computer they have like a Mac or Chromebook. I had the user go to this site called MOVE where it's a virtual desktop environment where lockdown browser is already set up and they can just go on it and take

their exam. Also, another issue that students were having is logging into the future monarch portal. The future monarch portal is a site where students who are about to enroll or already enrolled in ODU have to confirm their enrollment by making sure they have went through the admissions process by completing their application. I tell users to contact the Admissions office because they are the ones that handle the future monarch portal and issues that new or returning students are having with completing the admissions process. The main issues faculty and staff members had were expired emails, accessing software, and computer issues. I also had to take hotline calls where faculty members who are currently or about to teach a class are having issues with the equipment in the classroom like the projector, access room, monitor, computer, Wi-Fi, hardware, and software. I helped these users by getting their building and room number they were in and radioing a technician on campus that comes out to the classroom to assist with technical issues.

The value of patience is important when working in IT. I had to deal with users who have accents, so I try my best to try to understand what they are saying. I also had to deal with older people who are not that experienced with technology, and I had to explain to them in the simplest way I can so they can understand what's going on. Also, recently it was a phishing email going around ODU that has caused students and faculty/staff members accounts to get compromised due to them either clicking the link in the email, responding, or just for safety reasons. I had phone calls and emails where users were frustrated that they were locked out of their account and I told the users that our IT security team reset user's passwords for safety reasons and that we could do an admin password reset so they could get back in their account.

I had to learn flexibility with these first 100 hours. I had to come in person for my shift one Monday afternoon and due to us being overbooked with workers my supervisor asked me if I could work remotely. The common issue that I dealt with users during this shift was password resets and I had 2 walk ins where I had to assist with a password reset. One of the walk ins I assisted an older lady who is not that experienced with technology with her phone. The user did not know how to power their phone on I told the user to hold down the power button and it had turned on. I also had a phone call where a user had trouble logging in for the two-factor authentication since they did not have a phone to complete their assignments so I provided them with a temporary bypass code for 7 days so they could login to complete their assignments.

In addition to work my technical skills are constantly improving. Which is also enhancing my problem-solving skills. I had to assist a user on the phone with logging in to outlook and teams on their computer. The user said that they can login to the web version of outlook but not the app version. I troubleshooted the issue by having the user go into their settings on their computer and click on account where it has their ODU account listed. Then, I had them remove or disconnect their ODU account from their computer and restart their computer so it could update the change. Once their computer turned back on, they was able to login to the app version of outlook and teams. uninstalled the old version that they had and downloaded the newer version of SAS it took an hour to install. I also had another walk in where I had to assist a blind lady who was having issues with not being able to see if she sent an email to someone. I had noticed that it only happens to email she tries to send with attachments so I troubleshooted the issue by checking their outlook settings to make

sure they have the right settings checked off. Once I seen their settings were good, I uninstalled and reinstalled their outlook to make sure they have the newer version. They were still having the same issue once it reinstalled, so I had to make a ticket and get it over to our communication/collaboration team which is a team that deals with issues with emails and Microsoft office. I also had a walk in with their personal computer moving slow and battery draining quick. Since it was a personal computer, we are limited to what we can do since it is not an ODU or EVMS computer. I troubleshooted the best I could by updating the drivers on her computer and making sure the computer was updated, and it was still operating slow so I advised the user to take the computer to the ODU bookstore so they could take a deeper look at the computer to see what's going on.

Overall, the first 150 hours of working at the ODU IT Help Desk was a valuable experience for me. I want to keep on learning and get better as a Help Desk Student Technician. At the end of each month my supervisor does a report on me on the number of tickets that I did and handle correctly. My grade was 87.8% on my report for the month of September so I want to keep on improving my skills and learn from the mistakes that I made on those tickets and try to get 90% next month.