Educating and Integrating our Students: providing learners with real-world experience during their degree

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NMIT BIT degree staff and ITS management are intending to integrate a team of volunteer students into the IT Services helpdesk. The group will be made up of 'approved', capable students from the second and third year of the BIT degree. This has the dual benefits of providing helpdesk coverage for the mainstream helpdesk tasks, and providing students with valued level one, helpdesk industry experience. This presentation attempts to lay out how we intend to implement this plan whilst avoiding the pitfalls that await. It also seeks to invite discussion and ideas from those institutions that have done something similar.