



**UNIVERSITY OF JOHANNESBURG**  
**FACULTY OF EDUCATION**  
**JUNE EXAMINATION 2015**

**PROGRAMME:** B Ed  
**MODULE:** SCHOOL ICT SUPPORT SPECIALIST  
**CODE:** ITS10A1  
**TIME:** 3 hours  
**MARKS:** 150  
**EXAMINER:** Dr R Diseko  
**MODERATOR:** Prof D van der Westhuizen

(This paper consists of 5 pages)

### **INSTRUCTIONS**

Read the following instructions carefully before answering the questions:

1. This examination is taken in a computer venue. All questions are to be completed using the indicated computer software tools. No handwritten answers may be submitted.
2. Answer all the questions.
3. You are strongly advised to save the files that you are working on at regular intervals as to minimize the effect of computer malfunctions. For this purpose, you may access an online file repository system (for example 'Drop Box' or 'Google Drive') and temporarily store your files there. You may not access the Internet for any other purpose than this.
4. Source files are available for download in the ULink online environment. Use the link "Exam Source Files".
5. Attach all completed files using the link "Submit Exam Files" in the ULink online environment.
6. Strictly name the files as indicated in each question.

### **QUESTION 1.1**

#### **Development of a Personal Digital Identity**

Considering that social media continues to play a central role in the lives of learners, questions emerge about the safety of these online media like Google sites, Google +, Twitter, LinkedIn, Diigo or Scoop.it and the risky behaviors in which these learners

engage in them. As a School ICT Support Specialist, *How would you teach them to be InCtrl in developing a positive Digital Citizenship towards a Personal Digital Identity focusing on the key concepts such as Cyberbullying, Ethics/Copyright, Privacy, Media Literacy, Information Literacy, Communication & Collaboration, as outlined by Cable in the Classroom in a learning area/subject that you teach?*

1.1.1 In order to answer the above question, you need to design a complete and a coherent website using Google site as a “Resource-kit”. The resource- kit should have a theme or topic, learning outcomes and how Digital Citizenship concepts were integrated into the theme. (2)

1.1.2 Briefly sketch how the Digital Citizenship concepts were integrated into the theme by completing the table below.

<i>Digital Citizenship concepts</i>	<i>How Digital Citizenship concepts were integrated into the theme</i>	
Cyberbullying		2
Ethics/Copyright		2
Privacy		2
Media Literacy		2
Information Literacy		2
Communication & Collaboration		2

1.1.3 Based on how Digital Citizenship concepts could be integrated into the theme, create an assessment task using Google from to assess learners in the theme that you have selected in addressing the concepts of Digital Citizenship. (5)  
(19)

## QUESTION 1.2

### The use of Social Media in Education

As a future School ICT Support Specialist indicate how these social media - Google +, Twitter, LinkedIn, Diigo and Scoop.it could be integrated into the teaching and learning context (within your theme in 1.1.1 above) in a way of developing your Professional Digital Identity. Your Google site should have appropriate **links** to these social media.

<i>Social media</i>	<i>How social media could be integrated into the teaching and learning context</i>	
<b>Google +</b>		
• Personal profile with your photo		1
• Three circles with specific name		3
• Each circle with 10 members each		2
• Circles with posts and comments		2
<b>Twitter</b>		
• Personal profile with your photo		1
• Tweets		1

• Retweets	1
• Photos, videos and links	3
<b>LinkedIn</b>	
• Complete Personal profile with your photo	1
• Contacts	1
• Recommendations	1
<b>Diigo</b>	
<i>My Library</i> – with Tags and Lists	2
• Highlighted text with different colours	1
• Stick notes	1
• Tags	1
<i>My Networks</i> – Add three people that you follow	1
<i>My Groups</i> – Create a group for your classmate	2
<b>Scoop.it</b>	
• New Scoop	1
• Name your topic/theme	1
• Descriptions	1
• Add five articles that you have scooped with images	2
• Share your scoop in Twitter	1

(31)

**Attach or send your URL website to ULink/Blackboard in the space provided.**

**Sub-Total: (50)**

## QUESTION 2

Teaching with Information and Communication Technologies (ICTs) requires a teacher to demonstrate knowledge, skills and attitudes of working together with other teachers in the school context. As a School ICT Support Specialist at a local school, you have decided to create a “Response Team” of teachers who show aptitude with computers to assist you in managing and maintaining the computer room.

You are busy training these teachers for this role. You need to teach them how to *troubleshoot computers*, and you decided to use a PowerPoint presentation to do this. Develop this presentation containing all the necessary information. (15)

The PowerPoint presentation should:

- 2.1. use at least three different slide layouts. (2)
- 2.2. have appropriate title with formatted text. (2)
- 2.3. use appropriate design template. (2)
- 2.4. apply animation and transition. (4)

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### QUESTION 3

You are employed as a School ICT Support Specialist at a new local school, your principal tasked to produce a document in which you identify all the relevant *hardware components* of a computer and possible *software* that is suitable for use in a school environment to the School Governing Body (SGB). You are required to give explanatory notes.

Using MS-Word, draft the exemplar table below to help you structure your report to the SMT. (Note that not all cells will have information, and other cells may have more than one piece of information). Complete the missing information:

Component	Function/Purpose	Specifications (speed/size/capacity)	Notes/additional facts
<i>Example: Modem/Router</i>	<i>Connect the computer to the internet via telephone lines</i>	<i>ADSL 1024Kbps</i>	<i>Also available in 3G</i>
ROM	a)	----- -----	b)
RAM	c)	d)	e)
f)	g)	Between 500GB & 3.5Tb h)	Newer technology is based on solid state memory
i)	Display text, image and video	Resolution (1280 X 1024 (eg) j)	Also available in LED option i)
k)	Mostly used for storing music	m)	R/RW
n)	Mostly used for storing video	25GB	----- -
o)	Mostly used for storing video	----- -----	----- -
Software	Function/Purpose	Specifications – file extension	Notes/additional facts
p)	Bootling process q)	----- -----	Microsoft Windows
Web browser	Displays Internet pages	r)	Superhighway
s)	Mathematical functions	t)	Cells format
u)	Letter writing	New extension. v)	Track changes
Notepad	-----	w)	Text file
x)	Presentation	y)	Slides

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(25)

**QUESTION 4**

As a School ICT Support Specialist at a local school, your Head of Department (HOD) asked you to address the school community on one of two topics. The topics were:

Topic 1:

*The school has several implementation options related to ICT integration, ICT and management, ICT and teaching and learning, and learner ICT literacy. What are these options, and what needs to be considered for each?* (15)

OR

Topic 2

*The school, as many other schools, faces several barriers that may prevent it from integrating ICT successfully. Identify these barriers, and suggest ways in which these can be overcome by referring to the “i5 framework”.*

Select ONE of these topics, and prepare the PowerPoint presentation that you will use to support your address to the school community. (15)

(Note: Although no marks are allocated to PowerPoint skills, technical errors in the PowerPoint presentation will incur penalty marks being subtracted).

Save this file with the following filename: *studentnumber\_Q4* (e.g. 2013123456\_Q4) (15)

**QUESTION 5**

Download the files “Word\_Exam.txt” and “Word-Exemplar.pdf” from the Ulink online environment at the link “Exam Source Files”. Use your MS-Word skills to edit and format the document so that it resembles the contents of the file “Word-Exemplar.pdf”.

Save this file with the following filename: *studentnumber\_Q5* (e.g. 2013123456\_Q5) (35)

**Sub-Total: (100)**

**TOTAL: 150**

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