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Personal Technology SWOT Analysis, Goals, and Plan

Student Name Here

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### Personal Technology SWOT Analysis, Goals, and Plan

I am currently employed as an educational technology support specialist (ETSS) at East Coweta High School. Coweta County School System has an ETSS assigned to each school in the county. My primary job duties are to repair, maintain, and troubleshoot computers, printers, scanners, and other such equipment. My secondary job duty is to train teachers and staff on the use of technology in the classroom and administrative offices. In reality, I feel that I do much more training and desktop support than I do hardware support.

#### Strengths

**Comment [A1]:** This is not APA for headings.

One of my greatest strengths is my work experience in education. I taught for three years at the middle school and high school level before entering the technology support field I am in now. My background in education has served me well because I have an understanding of state curriculum and the psychology of learning. I also have empathy for what a classroom teacher faces when standing in front of a room full of students to educate. Some of my counterparts with straight tech support backgrounds have had difficulty understanding teacher needs.

**Comment [A2]:** Good point!

Another major strength is my educational experience. Both my bachelor's and master's degrees are in business education. My undergraduate coursework included classes in word processing, data processing, and desktop publishing. These classes and my work experience combined have resulted in proficiency in Microsoft Word, Excel, PowerPoint, and FrontPage. My graduate coursework included classes that honed ~~in on~~ strategies for teaching those skills. The knowledge I have gained has helped tremendously in the training duties of my position.

**Comment [A3]:** Wording is a little awkward.

I am a fast learner and a good communicator. These are personal characteristics that I see as strengths in the field of technology. Technology is ever-changing; therefore, I must constantly be ready to learn and tackle new skills, hardware, and software. Good communication skills are quite helpful when troubleshooting a problem. Many times I have to be able to walk a teacher through **step by step** to reach the problem and understand what caused the problem before troubleshooting to resolve the issue. Communication skills can be taken a step further to people skills. I have to be able to work well with my teachers and inspire confidence in them to be able to encourage them to try something new. Teachers need to believe that I will be available to help them if they are willing to embark on integrating some new technology into their daily lessons.

**Comment [A4]:** Hyphenate

#### Weaknesses

One of my greatest weaknesses is my limited hardware knowledge. Although I've learned how to work with the equipment I have at my school, I'm not comfortable encountering new equipment. This will be the first year I don't have full warranty support on my teacher computers, and I've already encountered some difficulties in finding solutions to problems that have occurred. Because I've only recently begun working with hardware, I lack the extensive background knowledge that my coworkers have. I only have a basic understanding of how our network works; yet I have some responsibility in troubleshooting and resolving problems with the network. I'm easily intimidated when standing in front of one of the racks I'm responsible for **maintaining**.

**Comment [A5]:** These are good personal observations!

I also have weaknesses in a couple of software applications I've been expected to utilize. None of my previous coursework covered **Microsoft Access or Macromedia Dreamweaver**. There is an **Access** database that I'm responsible for supporting and

**Comment [A6]:** Italics and trademark in APA

maintaining, and I have been called upon to create another database. Through comparison and trial and error, I was able to get the job done; however, a better grasp of database language and Access would have made the job easier. Our county also purchased Dreamweaver to be used as our web editing software program. I've been able to get all of the information migrated over so that I have a school page that functions, but I lack the program knowledge necessary to make the page more interesting.

Some personal characteristics that I see as weaknesses include my lack of patience and ease of frustration. I quickly run out patience when teachers just don't seem to "get it." I'm also easily frustrated when things on my "to do" list start piling up. I need to improve my ability to take a step back, prioritize my list, and hide my impatience and frustration when dealing with my teachers. I also have difficulty delegating some of the day-to-day tasks that I have because I find it easier to do it myself rather than explain to someone else how to do it. These traits cause more work for me because I could achieve more if I were willing to take the time to teach how to use the technology.

#### Opportunities

With the technology available on the market, I look for technology hardware and software to become even more integral to education. I expect more teachers to want increased technology capabilities in their classrooms. Students are more technologically savvy, and recent teacher graduates are more aware of technology available to them. The "typical" classroom setup should shift from TV, VCR, and overhead projector to one that includes a computer with a DVD drive connected to a mounted LCD projector and a whiteboard. Imagine the instructional possibilities if the teacher computer had these

**Comment [A7]:** Me too!

**Comment [A8]:** Sounds like we have some weaknesses in common 😊

capabilities and became more of a direction instructional tool rather than the administrative and planning tool that it is now.

I also anticipate more demand for technology from students and parents. Mobile laptop carts are becoming more popular in schools. I anticipate a shift from stationary academic labs to the use of laptop carts. Laptops maximize instructional time and make technology more seamless for students and teachers to use. I look for more web based software support and hope for more teacher-created instructional web pages. The Internet provides a powerful means of communication that many parents and students have accessible at home.

**Comment [A9]:** What about learning opportunities in the classes you are taking? Online learning as well, eh?

### Threats

One of the biggest threats to achieving the implementation of technology is school budgeting. Lack of funding makes it difficult to embrace emerging technology. The federal government and state government limit school funding, and parents and community members feel they are already paying enough to support local school educational systems. There are also problems with dealing with the bureaucracy of school funds. It can be quite confusing to go through the channels necessary to spend any funds that might be available.

**Comment [A10]:** So true!

Another threat to implementing more technology is selling the benefits to those involved. Administrators have to be convinced that the cost is justified and committed to promoting technology with the teachers. Teachers then have to be willing to climb the steep learning curve for implementing new technology into their classrooms. It is far too easy for teachers to stay in the same familiar path instead of stepping out and trying something new.

**Comment [A11]:** Any personal threats for you?

### Goals

My personal technology goals are to learn more about web page design and become more familiar with Macromedia Dreamweaver. I want to improve upon the East Coweta High School web page and build an intranet site for my teachers to access. I also want to learn more about emerging technologies such as personal digital assistants and pod casting. Interactive whiteboards are another tool I'd like to utilize more. I know how to use one, but the newer software versions allow for so much more than projecting and tapping on the board. Once I improve my skills in those areas, I'd like to then focus on getting teachers to do the same thing. I want to continue to encourage teachers to design their own web pages and teach them to use web pages as an instructional support tool. I also want to enlist some teachers who would be willing to experiment more with whiteboards and pod **casting**.

My main plan for achieving my goals is through my coursework as I pursue my specialist's degree in media and instructional technology. I'm currently enrolled in the advanced computer utilization class which I hope will strengthen my web page skills. I hope some of my future classes will incorporate grant writing and funding options so that I can pursue alternative routes to acquiring funds to purchase new technology that is currently out of reach. I also plan to attend state technology conferences to familiarize myself with new technology that is available and bring that information back to share with my administration and teachers.

**Comment [A12]:** I used to be very excited about pod casting but I am starting to change my opinion.

You are an impressive writer. You are one of the best I have seen here at UWG. You can write at the next level if you wanted to. It is always a pleasure to get a well-written paper that is easy to read. Very well done. Full points. 15 of 15.