

Help Desk - Getting the Help Out

Ms. Brenda Boccard, *Florida Community College*

The use of the Help Desk at Florida Community College at Jacksonville will be featured. FCCJ has approximately 1200 microcomputer and mainframe users; therefore, the Help Desk was developed to be a true single source of user support.



Barton Elementary School Project

Mr. Tom Hindson, *Northern Telecom*

The School Board of Palm Beach County and Northern Telecom have collaborated on a project to involve school staff more fully in administrative and instructional decision making. This new approach has the potential to relieve classroom personnel of burdensome, unnecessary tasks that stand in the way of instructional effectiveness.