CCOL Support Crew Info Sheet

The purpose of the CCOL Support Crew is to support you with the 'nuts and bolts' of getting youth on-boarded and to model and develop ways to integrate CCOL more effectively.

The Crew does…

- help with program data entry
- introduce CCOL and badges to youth in your programs
- roster youth *on-the-spot* into your programs
- help with badge issuing
- host CCOL table at org events

The Crew does not...

- work with your youth alone!
- roster youth on the back-end of the system

The Crew will…

- send monthly reminders to sign up for support
- submit helpdesk tickets if needed
- provide on-the-ground support
- follow-up with a survey to understand your experience better

What you need to consider…

- schedule of dates & times at Chicago City of Learning Zendesk for support crew
- the kind of support needed (see *The Crew Does…)*
- tech/wifi haves and needs
- number of youth being served