

Technology Support Protocols

By Mike Flynn

This course is taught in our dynamic hybrid learning format where we engage participants in through interactive, hands-on learning experiences during synchronous sessions. We use the following programs to do this work:

- Zoom
- Google Drive
- Google Docs
- Google Sheets
- Google Slides
- Google Forms

In the event of a technology problem, we have created a set of protocols so the class can continue with the least amount of disruption.

Problem	Facilitator	Online Students
Internet Disruption on facilitator's computer	<p>Contact participants via email or text from your mobile device to alert them about the problem and give them directions to continue the class until you return.</p> <p>Try connecting via mobile phone but do not use your camera.</p>	<p>You will receive an email via cell phone from one of the facilitators with instructions for you to continue the work independently until the problem is corrected.</p> <p>facilitator may join you using mobile device with their video turned off.</p>
Internet Disruption for individual online student	<p>Class continues as planned and breakout groups are reconfigured if necessary.</p> <p>Await contact from participant describing the problem.</p>	<p>If it's your internet that stops working, text your facilitator to alert them of the problem.</p> <p>Try to address the problem yourself or call your internet service provider to have them</p>

	<p>Record the session so the participant(s) who were dropped can watch what they missed.</p>	<p>help resolve your problem.</p> <p>Continue the coursework independently until the problem is resolved.</p> <p>If it's another student's technology issue, class continues as planned and breakout groups are reconfigured if necessary.</p>
<p>Facilitator has Low Bandwidth (slow internet connection)</p>	<p>Turn your video off and alert the class to the issue.</p> <p>Once you have a moment where participants are working independently, try to resolve the issue. Try:</p> <ol style="list-style-type: none"> 1. Connecting directly via ethernet cable. 2. Unplug your modem, wait 30 seconds, and plug it back it. This resets it. 3. Disconnect other devices using the wifi 4. Close all unnecessary tabs on your browser. <p>If the participants say your audio is also bad, assign them some work to do independently while you work to resolve the issue.</p>	<p>Class continues with the facilitator participating with audio only while the he/she tries to resolve the problem.</p> <p>If the audio quality is also really bad, let the facilitator know and he/she will assign work the participants can do without the facilitator while he/she works to fix the problem.</p>
<p>Low Bandwidth (slow internet connection) for online student(s)</p>	<p>Class continues as planned and breakout groups are reconfigured if necessary.</p> <p>As the participants that are affected to turn their video off until they resolve the issue.</p> <p>If audio is also delayed, they can participate via chat only until they resolve the</p>	<p>Problem 1: Your internet download speed is slow (evident if you are the only one seeing poor video and audio quality).</p> <p>Solution: Alert the facilitator and try the following:</p> <ol style="list-style-type: none"> 1. Connecting directly via ethernet cable.

	<p>problem.</p>	<ol style="list-style-type: none"> 2. Unplug your modem, wait 30 seconds, and plug it back it. This resets it. 3. Disconnect other devices using the wifi 4. Close all unnecessary tabs on your browser. <p>Problem 2: Your internet upload speed is slow (evident by others noting your video and/or audio stream has issues).</p> <p>Solution: Shut off your video and participate with audio only. You can work to resolve the problem using the following suggestions:</p> <ol style="list-style-type: none"> 1. Connecting directly via ethernet cable. 2. Unplug your modem, wait 30 seconds, and plug it back it. This resets it. 3. Disconnect other devices using the wifi 4. Close all unnecessary tabs on your browser.
<p>Your camera is not displaying your video.</p>	<p>Continue facilitating class using audio only.</p> <p>When you have time, check your video settings in Zoom to see if the correct camera is selected.</p> <p>If that doesn't work, restart your computer. Make sure you leave the Zoom meeting and do not end it before you restart.</p>	<p>Continue participating in the session using audio only.</p> <p>When you have time, check your video settings in Zoom to see if the correct camera is selected.</p> <p>If that doesn't work, restart your computer. Make sure you alert the facilitator before you disappear.</p>

<p>Your microphone is not working.</p>	<p>Alert the participants via chat feature and give them some instructions for them to work without you for a bit while you address the problem.</p> <p>When you have time, check your audio settings in Zoom to see if the correct microphone is selected.</p> <p>If that doesn't work, restart your computer. Make sure you leave the Zoom meeting and do not end it before you restart.</p>	<p>Alert the facilitator and participants via chat feature and participate via chat until the problem is resolved.</p> <p>When you have time, check your audio settings in Zoom to see if the correct microphone is selected.</p> <p>If that doesn't work, restart your computer. Make sure you alert the facilitator before you disappear.</p>
<p>Other Technology Issues</p>	<p>Alert the students if the issues will affect their participation.</p> <p>Work to resolve the issue without disrupting the flow of the session.</p> <p>If your tech issue is with Zoom, visit their support site here: https://support.zoom.us/hc/en-us</p> <p>If your tech issue is with Google, visit their support site here: https://support.google.com/drive/?hl=en#topic=14940</p>	<p>Alert the facilitator if the issue will affect your participation.</p> <p>Work to resolve the issue without disrupting the flow of the session.</p> <p>If your tech issue is with Zoom, visit their support site here: https://support.zoom.us/hc/en-us</p> <p>If your tech issue is with Google, visit their support site here: https://support.google.com/drive/?hl=en#topic=14940</p>