

**Title of Session:** Tech Leaders Roundtable - Troubleshoot the Easy Stuff

**Moderator:** Jen Wagner

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Room: On Tap Cafe

**JenW:** Well everyone -- welcome -- we will wait a few moments for stragglers -- if that is okay

**JenW:** Well Sheree -- could you remind us where you are -- where you work -- etc.

**JenW:** and Melissa -- you as well

**BJ:** Melissa, we'll be starting the discussion in a minute or so

**ShereeR:** I am an artist and art educator in St. Petersburg, Florida. I teach severely emotionally disturbed K-12

**JenW:** ahhh -- so are you coming into this discussion to find ways for YOU to troubleshoot the small stuff??

**MelissaDM:** I am a ninth grade math teacher at Loganville High School in Loganville, Georgia. I have been a technology coordinator in Gwinnett County Georgia.

**MelissaDM:** I am working on my specialist degree in Instructional Technology.

**JenW:** ooo Melissa -- I stand in awe. The High School age scares me a bit. <g>

**ShereeR:** Who me??? Oh no, I already know how to troubleshoot the small stuff. I am a tech wiz.

**JenW:** LOLOL -- then you are in the right place Sheree -- this class will be about empowering the teachers

**JenW:** OKAY -- BJB -- wanna do the OFFICIAL WELCOME???

**ShereeR:** Technology is my mentoring specialty. I am always called upon to help with technology woes

**BJ** smiles and nods

**BJ:** Welcome to the Tech Leaders Roundtable. Our discussion leader is Jen Wagner.

**BJ** hands the virtual floor over to Jen

**JenW:** Thank you, BJ

**JenW:** Okay -- let me begin with a little bit of chat and then we will jump into the discussion

**JenW:** I am Jennifer Wagner and I am the Tech Coordinator at Crossroads Christian in Corona

**JenW:** 8 years ago we started our computer plan

**JenW:** and started with a lab of 8 computers -- no computers in class

**JenW:** now we have a FULL computer lab and at least 1 computer in each classroom

**JenW:** So now we have 84 computers on 1 campus versus 8

**JenW:** so my simple job of troubleshooting suddenly expanded tremendously

**JenW:** Anyone understand???

**JenW:** offer tissues???

**JenW:** So -- it became important to empower the teachers to troubleshoot the small stuff.

**ShereeR:** Sure, that is why I get called to help. We have more computers than that and our tech coordinator is overwhelmed----->call in other techies like Sheree

**MelissaDM:** Absolutely. When I first became a tech coordinate we had 90 macs and we put in a network of 101 PC's and three PC servers

**JenW:** Okay -- great -- this is gonna be a good session

**JenW:** so -- I decided on the TOP TEN things teachers could troubleshoot themselves

**JenW:** would you care to guess what they might be??

**MelissaDM:** Cables!!!

**MelissaDM:** Are they plugged in?

**JenW:** Yep -- almost #1

**ShereeR:** Reboot

**JenW:** Yep -- one of the first things I tell them is to REBOOT before calling me

**JenW:** Our #1 is putting in the ink cartridge

**ShereeR:** HOORAY!!!!!! I got it!!

**ShereeR:** Ink?

**JenW:** Any other ideas of the top 10

**JenW:** Each class has its own printer

**JenW:** (at our school)

**ShereeR:** Oh

**JenW:** LOL -- and they just couldn't get putting in the ink -- and taking off the piece of plastic

**ShereeR:** Oh geesh

**MelissaDM:** I guess for us that would be shaking the toner cartridge

**JenW:** Yes, Melissa -- though it sounds simplistic -- it becomes a big issue if not handled

**JenW:** what other things can you think of??

**MelissaDM:** Logging In. I had teachers that could not type their names the same way twice or would accidentally press the all caps button.

**JenW:** Yes -- good idea

**MelissaDM:** Do you allow your teachers to install software?

**JenW:** Smiles -- I knew you would ask

**ShereeR:** We let them.

**JenW:** This is the FIRST year we have allowed them to do that. .... and I have to tell you -- I was having a hard time giving it up

**ShereeR:** However, there are teachers who are afraid to do that

**JenW:** we have a form (which I am trying to locate) which teachers have to fill out

**ShereeR:** fill out why?

**MelissaDM:** That was a big no no for us. Sometimes the programs would mess with the network.

**JenW:** they have to show HOW they would use the software and if they feel comfortable installing it

**MelissaDM:** Plus there is the licensing issue

**JenW:** and they have to show that they are not loading pirated/copied software

**JenW:** Melissa -- I maintain installation in the lab -- its on the network -- but in the classrooms -- we are giving the power to the teachers

**JenW:** Grins -- but guess how many have installed software since the new rule went into effect????

**ShereeR:** Not many

**MelissaDM:** How do you deal with teachers who load software then leave?

**JenW:** Sheree-- almost right -- the actual # is none

**MelissaDM:** We had a problem with students install games.

**ShereeR:** Well, why do you think that is? (I have my opinions, but what are yours)

**JenW:** Melissa -- we have not had to deal with that yet--- and its something to think about

**JenW:** Sheree -- The #1 reason I can tell you for sure is that our teachers are really NOT using computers in their classrooms other than grading and wordprocessing

**JenW:** so they are not finding the need to load software.

**JenW:** In the past -- I was loading extra programs -- Magic School Bus, Encarta -- etc

**ShereeR:** Oh that is not good

**JenW:** so I think it's just not thought of --

**JenW:** so they don't do it

**JenW:** What is your opinion on why?

**ShereeR:** Does your school provide trainings to show how technology can be integrated?

**JenW:** Sheree -- sadly -- my school is not excited nor pushes technology

**JenW:** except in the lab

**JenW:** and when there is a need -- and then they all want to know how -- NOW

**MelissaDM:** When I was a technology coordinator, I provided training once a week on what every the teachers wanted.

**JenW:** Melissa -- and was it encouraged or expected that the teachers went??

**ShereeR:** Well, I don't agree with your "filling out a form" deal. I think this is just added bureaucracy. Our school considers the same issues (piracy, network, etc.) However, we have a simple training and trust the teachers to do the right thing.

**ShereeR:** Trust teachers????????? What a concept, huh?

**MelissaDM:** It was not encouraged by the administration but I usually had 30 or so teachers because they wanted to learn more and I let them select what we were going to do each week.

**JenW:** LOL

**JenW:** actually the form is mainly to track software

**JenW:** congratulations on that Melissa

**ShereeR:** track how?

**JenW:** Sheree -- we keep a copy of the form -- so we know what additional software has been loaded on the computer

**JenW:** I have a HUGE file cabinet of licenses.

**ShereeR:** What if a teacher purchases software with their own money. Can they load that on school computers?

**JenW:** we just went under ACCREDATION and needed everything documented

**MelissaDM:** Following the rules is very important in Gwinnett, mainly because unlicensed programs can cost so much money.

**JenW:** Well, I am at a private school.....and a local private school was just closed down due to licensing issues

**MelissaDM:** If you bought something with your own money, you had to donate it to the school to load it.

**JenW:** they were fined over \$250,000

**JenW:** and they were turned in by a disgruntled parent

**JenW:** So Melissa - when the teacher left -- their software stays??

**MelissaDM:** I believe in reformat and reload. I would have the TST reghost the machine.

**JenW:** Melissa -- we reformat each summer

**MelissaDM:** I did not let teachers load software.

**JenW:** OKAY -- Well -- let me tell you what we did to help the troubleshooting issue -- and then show you some helpful websites

**ShereeR:** Oh my. If I had to donate our software to the school, I wouldn't have any software. I buy all my own stuff

**JenW:** We created a notebook for each teacher -- with my 10 troubleshooting tips

**MelissaDM:** We don't because we had over 200 computers in the school and we work the same as a teacher.

**MelissaDM:** I only redid machines of teachers who left

**JenW:** Smiles -- its fun to hear how different schools handle the same issues

**JenW:** Well, we created a notebook with tips for teachers

**JenW:** As you said -- we mentioned checking cables

**JenW:** Making sure the computer/printer etc was turned on

**JenW:** (funny enough -- that happens a lot)

**MelissaDM:** Did you make flow charts?

**JenW:** Grins -- no -- not flow charts

**JenW:** Just step 1, step 2, etc

**ShereeR:** We give all our teachers a troubleshooting list too. However, you still have many teachers who just don't want to use it.

**JenW:** Sheree -- we conquered that too

**JenW:** at the front of everybook we have a sign in page

**JenW:** before a teacher calls me -- they have to enter it into the book

**ShereeR:** and.....?

**JenW:** LOL

**JenW:** and then they have to put in the # of the tip -- if they were able to fix it themselves

**MelissaDM:** Do you find that the teachers just give up and refuse?

**JenW:** Grins -- yes

**JenW:** unfortunately, I don't live in a perfect world

**ShereeR:** So they sign this book and that means they went through the troubleshooting steps?

**JenW:** BUT -- we made it 1 better

**JenW:** We have a thing called script at our school

**JenW:** and I am able to randomly award teachers script if they fix a problem on their own.

**ShereeR:** So if you conquered it, does that mean none of your teachers ever call you for simple things anymore?

**MelissaDM:** What is script?

**JenW:** LOL -- again, I don't live in a perfect world

**JenW:** script is like gift certificates

**JenW:** NO -- I get called still

**JenW:** but not as much

**JenW:** and I have 100% support from my administration to ask if they checked the book AFTER I know the problem

**JenW:** though it hasn't cut down completely  
**JenW:** and -- it never will  
**JenW:** it has diminished a bit  
**JenW:** just the REBOOT has helped tremendously!!  
**MelissaDM:** Do you also teach classes?  
**JenW:** yes, that is why it became OVERLOAD. I teach K - 8 computer as well  
**JenW:** and teachers were calling during class  
**JenW:** and PROGRESS REPORT WEEK AND REPORT CARDS was horrid  
**JenW:** so we included steps of troubleshooting prog/rep and rep/cards  
**JenW:** that helped a great deal  
**JenW:** SOOO -- would you like to see some great sites on troubleshooting  
**JenW:** that you can pass onto your teachers???  
**MelissaDM:** Our county eventually split the job with the LSTC doing the teaching and a TST doing troubleshoot and network maintenance. But you still have to trouble shoot if you are the LSTC.  
**ShereeR:** Sure  
**MelissaDM:** Yes!  
**JenW:** COOL  
**JenW:** I just stumbled upon this site a few days ago  
**JenW:** <http://asktcl.com/wmsj/>  
**JenW:** Please take a few moments and then come back  
**JenW:** Though she is just beginning this page -- there are some helpful hints you can grab  
**JenW:** and then create your own troubleshooting guide for your teachers  
**JenW:** or a notebook of helpful hints you can pass on (As necessary)  
**JenW:** Grins -- just say "BACK" when you are back -- and we can move on  
**MelissaDM:** Do you have an education center you can go to.?  
**ShereeR:** BAcK  
**MelissaDM:** Back  
**JenW:** Melissa -- I use Bellingham, WA site a lot  
**JenW:** would you like to see it??  
**JenW:** (and also -- if you have a link -- please post it in a bit)  
**JenW:** <http://www.bham.wednet.edu/technology/TechWeb/TCHome/default.htm>  
**JenW:** This is Bellingham -- and its fantastic  
**JenW:** I would like to work there someday!  
**JenW:** take some time -- and let me know when you are BACK  
**JenW:** This is Bellingham's Main Tech Page  
**JenW:** <http://www.bham.wednet.edu/technology/technology.htm>  
**MelissaDM:** Back. All teachers here in Georgia must go to Entech training where they learn many skills.  
**JenW:** Hey Melissa -- are you in GEORGIA  
**JenW:** I am a "featured" speaker in February at GAETC  
**JenW:** I am enjoying reading about all the Georgia State Standards  
**JenW:** QCC's  
**JenW:** Sheree -- are you back with us??

**MelissaDM:** They are revising them. We have spent a great deal of money on technology but it is still not equal.

**ShereeR:** Opps, sorry, yes I am back!

**JenW:** Yes, but its great to see how much Georgia is using Tech

**JenW:** OKAY \_ - onward

**JenW:** Each Sunday a local computer guy does Tech Tips -- and BOY -- he has a wealth of information

**JenW:** Here is the site

**MelissaDM:** The county I was in used it a great deal;. The school I am at currently has very little.

**JenW:** <http://www.jefflevy.com/>

**JenW:** you want to visit the LESSONS page

**JenW:** let me know when you are back

**JenW:** Jeff Levy's site could give you an entire notebook for your teachers to use

**JenW:** GRINS -- and even us TECH WIZ'S learn things as well

**JenW:** or is it We Tech Wiz's??? hmmm

**MelissaDM:** Back

**MelissaDM:** That is so true. I wish he had pictures though.

**ShereeR:** back

**MelissaDM:** Screen shots. They are so helpful.

**JenW:** Melissa -- remind me to give you a site with screenshots before we go

**JenW:** Okay -- this is another keeper site coming up

**JenW:** Though -- sorry -- no screenshots

**JenW:** <http://www.newbiesandnitwits.com/article1006.html>

**JenW:** Enjoy

**JenW:** be sure to click on the PC basics page

**ShereeR:** back

BJ . o O ( newbies and nitwits?! )

**JenW:** Great title == huh??

**ShereeR:** BJ, I think that is like dummies and dodos

**MelissaDM:** Back. That is a great title. I learned about macs from all the Dummy books

**JenW:** I like the dummies books

**JenW:** Okay -- before our last 2 sites -- here is a great link for screen shots.....however, you need to get a subscription to smart computing to get 100% of all the site offers

**JenW:** <http://www.smartcomputing.com/>

**JenW:** Check out smart computing later -- its great

**JenW:** I just gathered info on my Top 10

**JenW:** But I also gather stuff for me all the time

**JenW:** but my top 10 list WON'T be your top ten

**JenW:** nor yours mine

**JenW:** but I cut and paste others ideas to make our troubleshooting book

**JenW:** (lol -- of course giving full credit)

**MelissaDM:** Is your troubleshooting book available online?

**JenW:** Melissa -- that would be a good idea

**JenW:** I can email it to you

**JenW:** but could you email me -- to remind me to do that -- it's at work

**JenW:** [jlw@technospud.com](mailto:jlw@technospud.com)

**JenW:** OKAY -- one more URL

**JenW:** if that is okay

**JenW:** <http://www.austinfree.net/volunteers/troubleshootingtips.html>

**JenW:** This one was very easy -- but lots of ideas

**BJ:** Thanks, Jen. Lots of goodies to look at.

**JenW:** OOPS \_- you gotta see this one too

**JenW:** <http://www.oucs.ox.ac.uk/troubles/intro/index.xml?style=text>

**JenW:** Thanks -- BJ

**JenW:** twas a fun class

**BJ:** Jen, any topic for next month?

**MelissaDM:** Thank you very much. Will share these with my friends who are LSTC's here.

**JenW:** Great Melissa

**JenW:** HEY -- Melissa and Sheree

**JenW:** any ideas of what you would like to chat about next month??

**ShereeR:** Thank you very much Jen. It was a nice session.

**JenW:** thanks Sheree -- I learned a lot too

**MelissaDM:** Not right off the top of my head.

**MelissaDM:** Thanks. Have a great evening

**ShereeR:** Not unless you want to talk about Mac troubleshooting

**JenW:** Thanks, Melissa

**JenW:** LOL -- would that I could Sheree

**JenW:** but thanks for reminding me that it's not just a PC world

**JenW:** sorry about that

**ShereeR:** Our district is a Mac district

**ShereeR:** For now anyway

**JenW:** BJB -- let me add about 5 Troubleshooting links for Machelp

**JenW:** is that okay???

**MelissaDM:** How lucky you are. We used to be Mac but we went PC!

**BJ** nods to Jen

**JenW:** wait -- lol -- sheree -- do Mac users have problems with computers??? **ShereeR:**

Oh there is a big uproar right now because we are going to be switching in the next few years. Teachers want to keep their MACs

**JenW:** <http://www.macfixit.com/>

**JenW:** [http://www.geocities.com/texas\\_macman/MacTroubleshoot.html](http://www.geocities.com/texas_macman/MacTroubleshoot.html)

**JenW:** OOOOO -- that one is cool

**ShereeR:** Jen, you don't have to give me Mac links. I have bunches already. It was just a suggestion.

**JenW:** <http://rescomp.stanford.edu/~scotto/macts.htm>

**MelissaDM:** I don't blame them. When we converted, teachers became very frustrated.

**ShereeR:** Mac Users have some problems but not nearly as many as the PC teachers.

**JenW:** LOL -- but Sheree -- someone else might read the transcripts

**JenW:** Sheree -- I think Mac users are true computer users

**JenW:** but -- never -- quote me on that

**ShereeR:** Oh then fine go ahead

**JenW:** LOLOL

**JenW:** Sheree & Melissa -- thanks for being here

**JenW:** It's been fun

**ShereeR:** Well I am not picky. I am "bilingual". I LOVE all computers

**ShereeR:** I use both PC and MAC everyday

**JenW:** Ahhh -- you are lucky

**JenW:** however, my pets are called PC and MAC

**ShereeR:** Well thanks again Jen. I will be back next month!

**JenW:** I look forward to seeing you again, Sheree

**ShereeR:** Jen, oh I just name my computers human names (all females of course)

BJ waves bye and heads for the ASO and Group Learning Methods

**JenW:** Good night Sheree

**JenW:** bye BJB

**ShereeR:** Bye

**JenW:** night