When Technology Fails

What to do when you plan to use technology in your teaching session and it doesn't work as planned.

The best approach includes preparation - before you begin teaching, have a backup plan in mind.
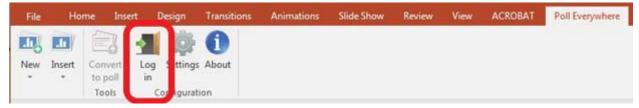
Consider the following:

- Refer to your objectives - what were you trying to accomplish?
  - o Rather than focusing on the technology, focus on what you hope your students get out of the activity.
- Don't spend too much time troubleshooting
  - o Call tech support
  - o Start "Plan B"
- Is there a non-technical way to accomplish what you were doing with technology?
  - o Raise hands, discuss with partner, use a piece of paper/whiteboard and marker, etc.
- If the technology is necessary, can you re-order your session/homework so that you have more time to troubleshoot? Can the technology piece be done as homework?
- Is there an alternative technology that will meet (or come close) to the same objective?

Specific Technology Tips:

Poll Everywhere

- o Test your presentation with a Librarian before your presentation to make sure your slides are compatible with the latest software version. (email: himmelfarb@gwu.edu)
- o Always remember to log in to Poll Everywhere (in PowerPoint) before each new class.

- If polling is open and responses are not being received:
  - o **Suggested Action:** Double-check that you are logged in.
- If the poll slide is active, but the poll itself does not display:
  - o **Suggested Action:** Be patient. Wait a few moments for the poll to load. If after 30 seconds, the poll does not load, you may need to move to the next slide.
  - o **Suggested Action:** For future presentations, be sure that you do not have more than 50 slides in your presentation. If you need more slides, break the presentation into separate files.

Questions? Please contact Tracy Blanchard at tlthompson@gwu.edu or 202-994-4034.

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Panopto

- Make sure you can see the audio bars moving up and down before you start the recording.

- Make sure you have selected the correct folder to save your recordings.

- If Panopto crashed in the middle of class, simply start a new recording and we can stitch it together later.

PowerPoint

- Ask students to follow along with the downloaded slides on their personal devices.

- Make sure embedded video files are saved with the PowerPoint presentation. Some older video files may no longer play on modern computers.

- Test your slides on a computer in Ross Hall of Himmelfarb library before your presentation to make sure it is compatible with our version of PowerPoint (especially slides with animation or multimedia content).

- Save your presentation in at least 2 places (a flash drive and your Google drive).

Audio/Video

- Some older video files may no longer play on modern computers - confirm critical videos will work before your sessions begins.

- If you are including a YouTube video, also put the link in the "notes" section of the slide so you can reference/click it if necessary.

- If the video is inside a PowerPoint presentation, the video file must be saved with the presentation. Be sure to have both files on your computer/flash drive/desktop.

- If you cannot get the audio or video to work in the class, can you summarize it and continue the session? Or call IT and move on while they troubleshoot?

  o *Work with IT and OME after the session to post the video/audio to Blackboard for sutdents to view later.*

For Technology Support:

All SMHS:

  o *Classroom Services (pick up the phone in the classroom for immediate assistance)*

  o *CASS (Computer & Applications Support Services)*

  o *Himmelfarb Library*

MD Programs:

  o *Center for Faculty Excellence - Tracy Blanchard*

Health Sciences Programs:

  o *IMPACT Team - Laurie Lyons*

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