

What to Do When Technology Fails – Pedagogical Solutions



NAU Online and Innovative Educational Initiatives

What to Do When Technology Fails – Pedagogical Solutions

Samantha Clifford

Assistant Dean



NAU Online and Innovative Educational Initiatives

We rely on technology, especially in the NAUFLEX learning environment

Driver trusts GPS so much they drive into a lake!

**Ask your students
for help – they may
become more
motivated if they
are part of the
solution**

**Model perseverance
– view failure as an
opportunity to keep
problem solving!**



SCENARIO 1 Alternative contact methods

- 1) If the LMS is down, you can contact students through **class lists**: Provided to all instructors to email students enrolled in your course.

<http://classlist.nau.edu>

- 2) Otherwise, you can create an **announcement on Bb Learn**

WEB ANNOUNCEMENT OPTIONS

Duration

☒ Not Date Restricted

☐ Date Restricted

Email Announcement

☐ Send a copy of this announcement immediately

Students are still notified of this announcement even if this option is not selected.



SCENARIO 2 What to do with an internet outage?

- 1) Often you can fix a problem by restarting your computer or using a different web browser.
- 2) Check to see if the outage is widespread via a mobile hotspot your phone:
<http://www.nau.edu/outage>
- 3) Contact the [ITS Service Desk](#) (link has many details) or by phone 928-523-3335 or 888-520-7215 to ask about outages.



Plan a virtual snow day (or tech fail day)

Before the actual day

1) Include a statement in your syllabus that you plan to use virtual snow days when needed

- a. Explain how students can make up missed work
- b. Include a statement of expectation (all students must participate synchronously or asynchronously)
- c. Add a quiz question on your syllabus quiz concerning virtual snow days

2) Plan what you will do in advance

- a. How will you substitute synchronous class content with videos and asynchronous assignments (discussion board, google doc, recorded lecture)?
- b. Use these guiding questions as you design:
 - How will students learn the material from this class session?
 - What learning outcomes are expected?
 - How will you know if students get the material?
 - When are students expected to complete the assignment?

To do during the snow day

- Make an announcement in your course shell or email students
- Explain what students must do for the class time
- Explain when it needs to be completed

After the snow day –

- Synthesize what they missed at the start of the next session
- Give general feedback to students about the assignment



What to Do When Technology Fails – Pedagogical Solutions

Larry MacPhee

Director, Instructional Design & Support



NAU Online and Innovative Educational Initiatives

SCENARIO 3 What to do if your computer / network / other technical problems fail



Suggestions if one of the following happens:

1. **Sharing video not working** – upload the video to kaltura and have students watch it themselves- then come back together.
2. **Problem with a lecture recording** – Sometimes it can take a while for the recording to appear. If the recording doesn't work, re-record your presentation later and post it in Kaltura.
3. **Can't access a service?** Maybe you need to be on the VPN, which requires Two-Factor authentication.
4. **Problem with instructor camera or microphone** – Quit everything, restart if necessary. Classroom support information 928-523-8818 or classroom.support@nau.edu. Phone for fastest response, including an in-person classroom visit from a technician within 10 minutes for most cases.



Contact the **ITS Service Desk**
<https://in.nau.edu/its/help/>

SCENARIO 3

What to do if your computer / network / other technical problems fail



5. **Connection quality** - Check your internet connection. Sometimes moving your device closer to your wireless access point or plugging in will help. <http://www.speedtest.net>
6. **Zoom/Collaborate screen share** with computer audio – When you first click share, be sure to turn on Share Sound at bottom left of screen.
7. **Uninvited guests** - Don't publish the password in public! Use the Zoom Security button at the bottom of your screen to Suspend Participant Activities.
8. **Using non-NAU tools** like YouTube – potential FERPA violations. Encourage students to use Kaltura instead.
9. **Problem with Breakout Rooms** - This can be tricky. The best advice is practice.
10. **If you don't have access to the material**, can you replace the activity? *Have students create skits to teach part of the information, write a synthesis, have them create tests and take them from one another.*



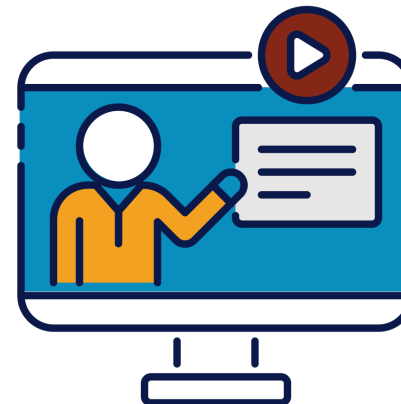
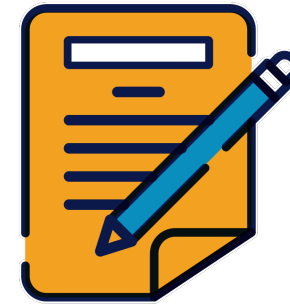
Contact the **ITS Service Desk**
<https://in.nau.edu/its/help/>

SCENARIO 4 What to do if your student has computer / network / other technical problems

- **Have help desk info handy for students** <https://in.nau.edu/its/help>
- **Problem with an individual student's audio/video** – have a test activity before the meeting. Encourage students using Zoom to log in via the <http://nau.zoom.us> portal with their NAU ID and password.
- **Accessibility issue involving a student** – Use the ALLY tool, and consult with the Instructional Design and Support Team and Disability Resources for assistance
- **Resources for phone options** (attend by phone, participate in groups by phone - can they do this via google docs/Teams)?

How can you provide a comparable lesson asynchronously?

- Provide students with notes from class
- Create a class discussion thread for students to ask questions and engage with the topic
- Create a just in time video about the learning material and include an asynchronous assignment to complete before the next class meeting



Further Resources

- Watch the **NAU Instructor Walkthrough** for an overview of standard classroom technology setup at NAU on this page: <https://nau.edu/nauflex/faculty>
- **NAUFlex** Quick Reference Guide: <http://bit.ly/NAUFlex-Quick-Guide>
- **Classroom support** information 928-523-8818 classroom.support@nau.edu
- **Student support:** <https://in.nau.edu/its/help>
- **Statewide sites:** Contact the local IT person in charge of that facility, otherwise, notify front office staff and ask for help, or call the NAU help desk (see static document associated with this webinar)