Tech Support for Learning

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Core Beliefs

- Technology increasingly ubiquitous and personal
- Challenges traditional approach to support
- Students, teachers need to be empowered
- It shouldn’t be about playing “goalie”
Past Practice

- Support and PD tended to focus on keeping things safe
- Devices and networks locked down
- PD focused on specific step-by-step procedure
The Problem

- Not consistent with the idea of customized learning
- Not sustainable
  - Any deviation from trained process generates support need
- Too many devices
- No comfort level with exploring new options
- Users don’t “play” for fear of doing harm
In Advantage 2014

- iPads cannot be mass-configured and locked down the way traditional devices can
- Teachers need to manage their own class set
Moving forward

- PD around technology must model desired classroom practices
- Participants create their own understandings, guided by the facilitator
- Not simply a set of knowledge and procedure handed down from authority
“Just-in-time” Support

- Teachers have done basic troubleshooting before calling a technician
- Focus on real “break-fix”
  - 0Sync problems
  - Network issues