



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?
 - 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
 - Call tech support
 - Start "Plan B"
- Is there a non-technical way to accomplish what you were doing with technology?
 - 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

- 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)
- Always remember to log in to Poll Everywhere (in PowerPoint) before each new class.



- If polling is open and responses are not being received:
 - **Suggested Action:** Double-check that you are logged in.
- If the poll slide is active, but the poll itself does not display:
 - **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.
 - **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.

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 students 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*