

AT Help Desk Empowering AT Users, Families, Teachers

Find this presentation here:



<http://tinyurl.com/realaset>

OR <http://aset-ontario.ca/>

In the **CONFERENCE RESOURCES** section

Who Are We?

Ryan Henderson - Halton District School Board

- Current Intermediate Teacher
- Former SERT and Grade 6 Teacher
- Loving dog owner

Richard Parker - Halton District School Board

- Current SERT and French Immersion Teacher
- Former Junior Teacher
- Former Teacher of Self-Contained Behaviour



Our Goal for Today

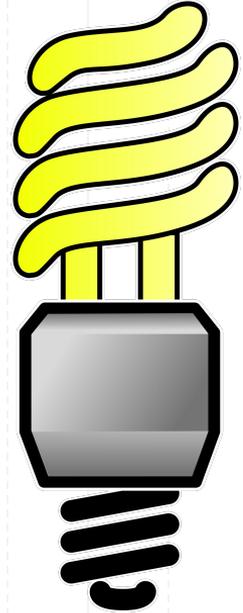
- Share our story
- Present a model of supporting students, teachers and parents with their learning around assistive technology
- Break down parent, student and staff interaction with AT at a data level
- Promote ->“Necessary for some, Good for all.”



Purpose of Help Desk

Through discussion/observation, we noticed that we have:

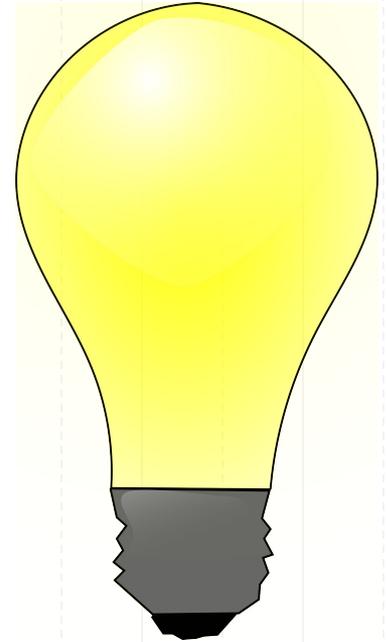
- a growing population of assistive technology users
- a school that still struggles in ways to fully implement A.T. effectively
 - across all grades
 - across all curriculum strands
- parents that don't truly understand how A.T. is being used in the classroom
- staff that struggle implementing A.T. beyond the basics (writing, presenting)
- a large gap between beginners and advanced A.T. users



Purpose of Help Desk

Our Aim:

- reinvent ways students/staff/parents are supported
- clarify and gaps or misunderstandings about Assistive Technology
- gain a better understanding of student, staff and parent needs in order to provide direct collaborative support
- promote student advocacy, ownership and engagement





The Tools in Our Tool Kit

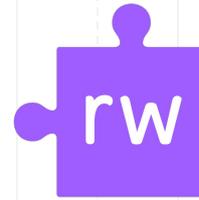
Drive My Drive

Name ↑

NEW

- Folder
- File upload
- Folder upload
- Google Docs
- Google Sheets
- Google Slides
- More >

- Google Forms
- Google Drawings
- Google My Maps
- Fluency Tutor™ for Google
- Lucidchart
- Lucidpress
- Pixlr Express
- Powtoon
- ZIP Extractor
- Connect more apps



read&write
for Google Chrome™

ScreenCastify
record your screen

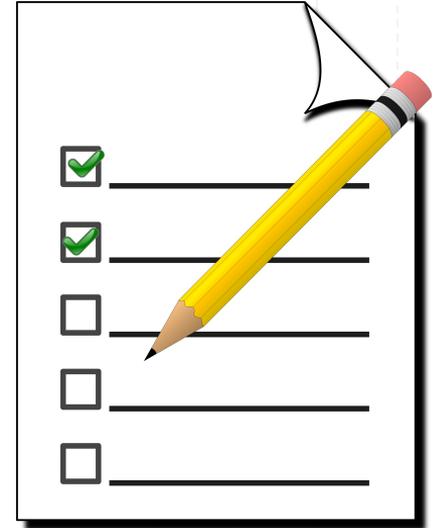
Our School Demographics

- Approx. 850 Students
- K-8
- Emergent population of AT users in younger grades
- All classes 1-8 getting time with exposure to technology
- Some classes 1:1 device to student ration
- Approx 40 users in J/I Population
- Some classes were built with higher clusters of users in mind
- School higher on the technology continuum

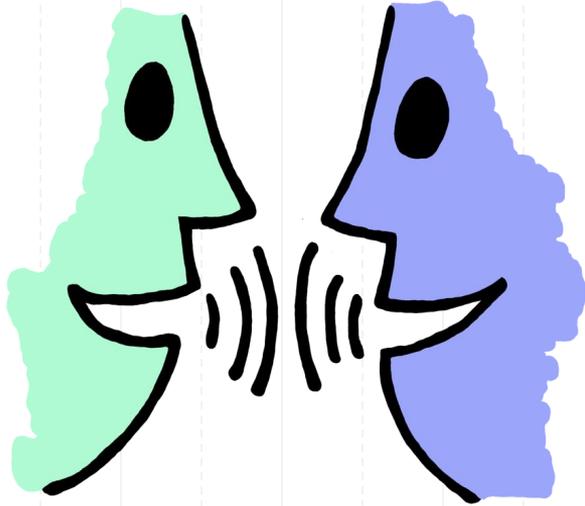


Parent/Teacher/Student Survey Questions

- On a scale of 1-10, how well do you understand the role your child's board prescribed technology has in their learning?
- On a scale of 1-10, how well do you understand the types of applications and tools that your child uses to enhance their learning?
- On a scale of 1-10, how beneficial do you feel the prescription of technology has been for you child?
- If your child reports any frustrations with their technology, what seems to be a barrier to their use in class?



Sample Parent Communication Form



Assistive Technology Parent Survey

Dear Parents,

This year J.W.B. will be looking at improving the type of support we can offer parents and teachers of assistive technology users. Please take a moment to complete the survey below. We appreciate all of your feedback and will be keeping you informed of upcoming news.

Please contact me at hendersonr@hdsb.ca if you have any questions.

Ryan Henderson

On a scale of 1-10, how well do you understand the role your child's board prescribed technology has in their learning?

1 2 3 4 5 6 7 8 9 10

no understanding completely understand

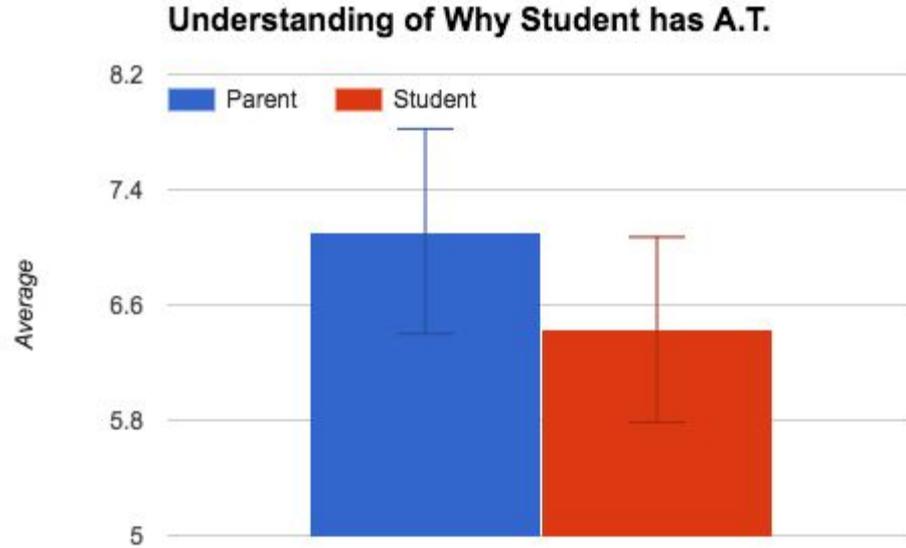
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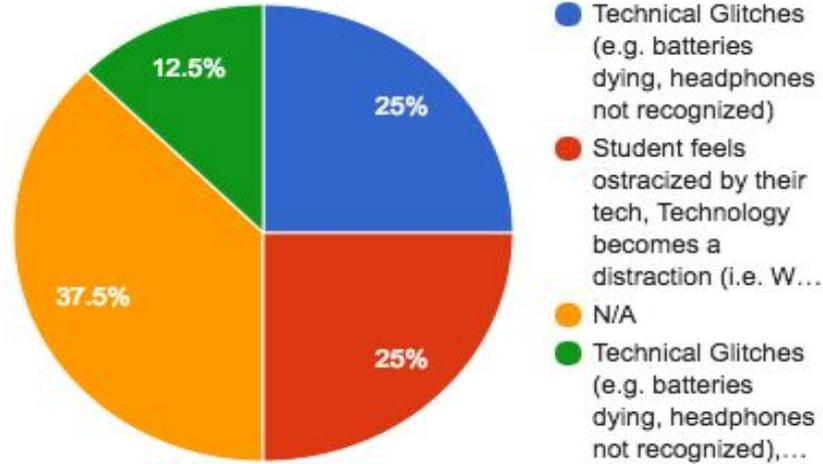
Comparative Data



Parents have a better understanding of why their child has A.T.

Parent Feedback

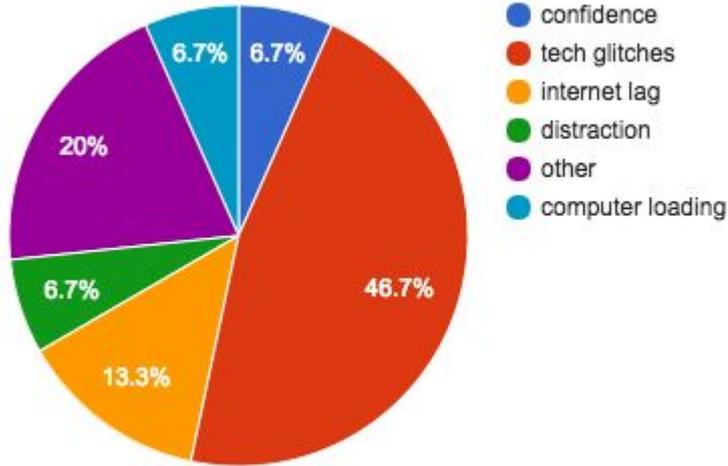
Parents view on Child's Frustration with A.T.



Parents didn't feel that frustration existed. Also had a higher percentage feeling their child was "ostracized"

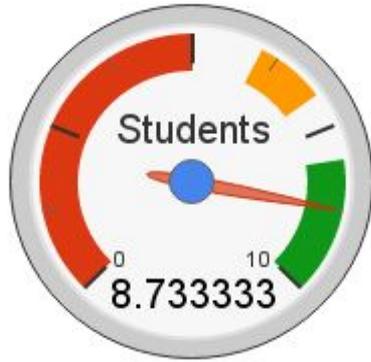
Student Feedback

Count of What frustrations do you have with your A.T.?



Students seem to have a better grasp on their frustrations than the parents did. Not one student feels ostracized.

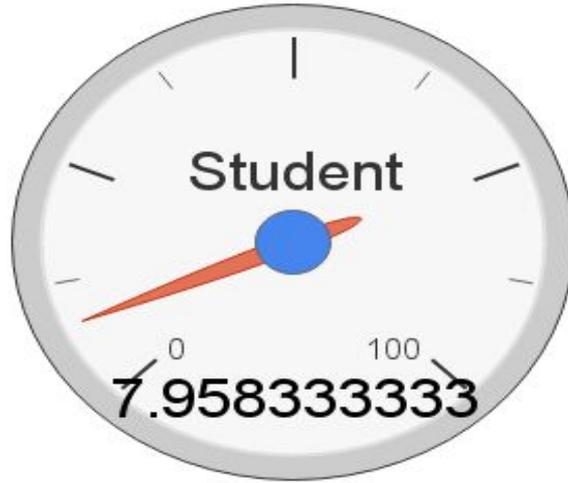
Comparative Data



Everyone agrees how beneficial the A.T. is.



Comparative Data



Students have a better understanding of how to use Google, the apps and programs taught.

Teacher Feedback

- Technical Issues are the main problem in class
- Google Apps and Read and Write are the most beneficial tools
- Comfort level for teachers to help averaged 7 out of 10
 - 2 being the lowest, 10 being the highest

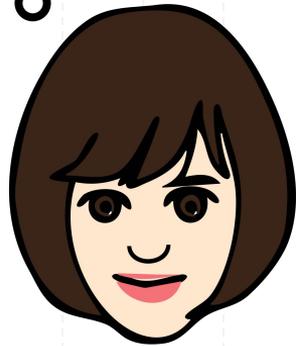


Observations Across the Populations

- Students are more “savvy” than their parents
- Everyone sees how beneficial A.T. for students
- Technical Glitches are the biggest frustration
 - Slow Internet; Lag time; Certain apps not deploying
- Parents have a misconception about the “stigma” of A.T.
- **Over 40% of parents don't feel comfortable with being able to help at home**

Our Plan

- Engage with key populations in the school to build our collection capacity with technology
- DEMYSTIFY in class technology use for parents to improve transparency and enhance their ability to support
- Reframe technology use for learning as a more collaborative process
- Provide replayable and responsive training in the form of a website that can be accessed by all stakeholders in the school



Our VIDEO Success Criteria

- Content should be responsive to needs of students, staff and parents
- Content should have high rewatch value
- Website should allow for feedback to be sent automatically
- Clearly organized
- Easy to navigate and access quickly
- Ideal video length 30-45 seconds
- Clearly spoken by students
- Protect student anonymity **-LESS IS MORE**



Why We See the Benefit?

- Flexible and responsive
- Empowering 3 key populations as partners in learning
- Framing adults as lifelong learners
- Growing/living resources, portable to other years and beyond our school
- Celebrates student learning and individualized expertise with technology



BOICH A.T. HELP DESK

YOUR (ASSISTIVE) TECHNOLOGY LEARNING HUB

START LEARNING

Explore
our
videos by
clicking
on the
links to
right.

Google Videos

LEARN GOOGLE DRIVE

LEARN GOOGLE DOCUMENTS

LEARN GOOGLE PRESENTATIONS

LEARN GOOGLE SPREADSHEETS

GOOGLE DRAWINGS

LEARN GOOGLE CALENDAR

Assistive Tech

LEARN READ AND WRITE

SOMETHING COOL

APP. SHOWCASE



Initial Mission Statement:

The Boich AT Help Desk is a collaborative project between students and teachers to share their knowledge around ASSISTIVE TECHNOLOGY with the world. Students and Teachers work side by side to produce videos and checklists to help all technology users develop their understanding. Ideally, this will support parent, teacher and student learning about the many ways ASSISTIVE TECHNOLOGY can help us.



How to Start at Your School? -In 12 “Easy” Steps

1. identify the needs of your 3 populations

2. Data, data, data!

3. Start small.

4. Couple with in-person training

5. Not a replacement for the boots on the ground work that you do

6. Capitalize on expertise in your building and in your community

7. Find a way to collect or organize content that works for you

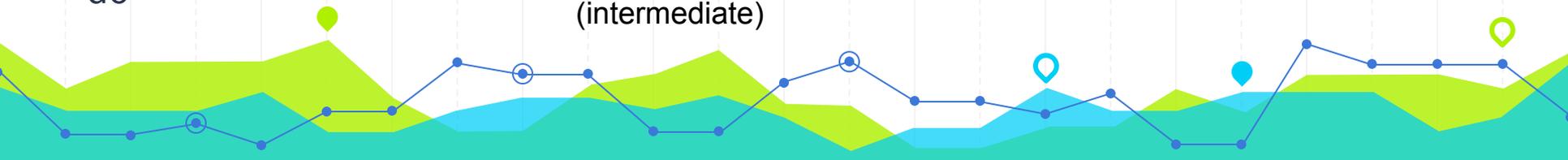
8. Consider using screencastify or similar screen recorders

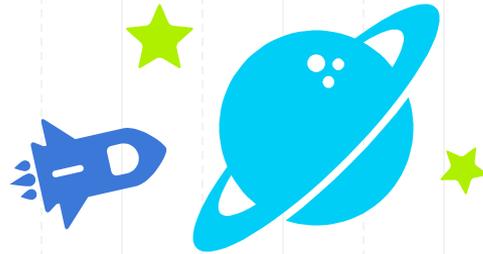
12. Ensure anonymity of students to increase their comfort level (intermediate)

9. *Force* encourage teachers to break the ice in creating content

10. Consider showcasing support and training resources at your open house in the fall or as part of a curriculum night

11. Encourage parents to follow the channel





Our Next Steps

What will this support look like?

How will we continue to adapt to the tech?

Can we ever match the speed of tech?



-Wider age range
Representation in video
Production

-Videos organized into
playlist “starter
packages” for newly
prescribe

-Continue to grow bank
of videos and meet the
changes in the
technology

-Expand teacher generated videos and
Expand parent involvement in video
production

Our Next Steps



-Continue to grow
“Something Cool”
section to encourage
parents/students/teache
rs to seek out new
content

-Wider range of AT
specific apps and
extensions explored

-iPad Support and
Training

-Individual App.
Showcases

Remaining Responsive

Student

- Informal check-ins with by SERT, Parent and Classroom Teacher
- Observations during “Maintenance” training
- Honouring student voice by promoting feedback form section of the website

Parent

- Offering in-person support when possible (Conferencing, Parent Tech/Curriculum Night)
- Directing parents to feedback section of site and being attuned to responses

Teacher

- Open dialogue with staff
- Enlist staff to collaborate in the creation of content
- Draw attention to new features and strategies at staff meetings and on staff groups

Resources

Apps/Extensions/Tools
Discussed

[ScreenCastify](#)

[Read&Write](#)

[Snagit](#)

Other Supports

www.powtoon.com

www.weebly.com

www.wix.com

www.piskel.com

www.boichtech.com

THANKS!

Any questions?

You can find use at

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