University of Pittsburgh

SCHOOL OF
Social Work
Empower People
Lead Organizations
Grow Communities

PA Child Welfare Resource Center

704: Oh No, Now What Do I Do?

WELCOME AND INTRODUCTIONS

Introductions and Housekeeping

- ## Introductions
  - – Who am I?
  - – Who are you; and, what would you like to know?
    - *What's In It for Me?*
    - *The Parking Lot*
- ## Housekeeping Items
  - – Restrooms/Breaks
  - – Ground Rules
  - – Sign-In Sheets

The Agenda

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  - Welcome and Introductions
  - How to Set Up Equipment
  - Practice
  - Troubleshooting
  - Summary and Evaluations

HOW TO SET UP EQUIPMENT

Things to Consider

- Almost Anyone Can Learn **<u>Fundamental</u>** Hardware and Software Use and Troubleshooting
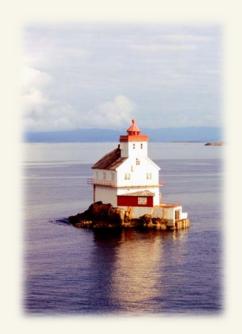

- The Primary Components in Learning:
  - An open-minded, willing participant
  - A reasonably knowledgeable and patient trainer
  - Continued use of knowledge and skills learned
  - Ongoing support

Things to Consider, (Cont'd)

- You Are Never Really Isolated, But Must Be Somewhat Self-Sufficient

Things to Consider, (Cont'd)

- **Standard Resource Center Trainer Expectations:**
  - Before the training:
    - Check all materials
    - Test all DVDs, CDs, PowerPoint presentations, etc
      - **Note:** It's a good idea to have presentation backups on flash drives. Check the Center's Online Curriculum website for PowerPoint presentations if necessary.
  - On your training day:
    - Arrive early
    - Test devices and all else you need well before participants arrive
  - After your training:
    - Contact the Resource Center about any issues

Things to Consider, (Cont'd)

- **The Devices Within Labs Vary As Do Connections**

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Questions?
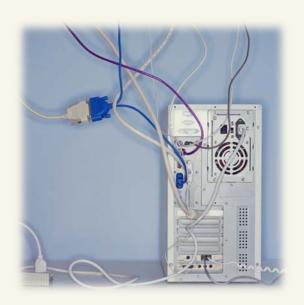
Setup and Use: Start Simple

- Ockham's Razor:
  - Other things being equal, a simpler explanation is better than a more complex one
  - Real-World Application: Look for the simplest possible explanation first
- Hardware-issue "simplest explanations" usually stem from one or a combination of the following:
  - Power not being supplied to the device
  - Loose/no connectors
  - Improper connections and/or
  - A failing device

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Modeling Setup and Use

- DVD/VCR Setup
- PowerPoint Presentations
- Overhead Projectors and Changing Bulbs

Questions?

PRACTICE

Practicing What You Learned

- Based on what you learned, and using your resources, you will practice fixing a:
  - DVD/VCR/TV Issue
  - PowerPoint Presentation Issue
  - Overhead Projector Issue/Bulb
- We will all help one another if necessary

Questions?

TROUBLESHOOTING

Stump-Your-Co-Trainees Activity

- Divide into two teams
- Using the pages offered to you, you will create each of the following issues (one-at-a-time) that a trainer might face in a lab. We'll get through as many issues as we can.
  - Activity 1:
    - LCD Projector Issue
  - Activity 2:
    - Television Set and/or DVD/VCR Player Issue
  - Activity 3:
    - Computer/DVD Issue
    - Computer/PowerPoint Presentation Issue
- Teams take turns fixing issues. Team with fastest resolution time wins.

SUMMARY AND EVALUATIONS

Final Thoughts and Questions

- Okay, So You Tried Everything And Nothing Worked. Now What Do You Do?

    1. Contact Your Training Specialist Immediately to See What Possible Resolution Paths Exist

    2. Contact the Resource Center's MIS Department

- *What's In It for Me?* and *Parking Lot*

- How Do You Plan to Use What You Learned?

- Other Questions

- Sign-Ins and Evals

THANKS FOR COMING!