TECHNICAL COMPLICATIONS WHILE USING THE TELEPRESENCE SYSTEM

Situation

Technical issues such as connection problems and poor reception frequently occur during the use of a telepresence system.

Reflective questions

1. Can you identify the issues? Describe the technical complications you have faced during use.

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2. What impact did these complications have on teaching and the child's sense of belonging?

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3. Could you suggest any preventive measures that could be applied to your classroom in order to minimise the occurrence of technical complications in the future?

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4. What have you learned from these challenges, and how can you apply this knowledge in future situations?

Possible approaches

1. Technical Support Coordination: Find out in advance who is responsible for technical maintenance and how you can reach them at short notice. Establish clear communication channels with technical support personnel to address issues promptly and efficiently. If unexpected problems occur despite good preparation, remain patient but strive to solve them. Try to enable the best result for the pupil despite technical challenges, they struggle with the issues as much as you do.

2. Enhancing Classroom, Home, or Hospital Infrastructure: Check if it is possible to upgrade the technical infrastructure in the classroom to improve system reliability and performance. Assess the practicality and cost-effectiveness of any proposed upgrades in consultation with relevant stakeholders. Additionally, talk to the parents or the hospital staff, if there are possibilities to improve reception and technical appliances.

3. Involving Family: Collaborate with the family to identify potential solutions for accessing devices, obtaining technical support, and resolving connectivity issues. Consider their input and preferences when implementing measures to address technical challenges.

Approaches according to the eHandbook

Adjusting the telepresence system through tinkering can help to fix technical glitches like connection issues and poor reception. By modifying physical appearances or adding protective measures, technical problems can be potentially resolved. There is more information on how to perform adjustments in the eHandbook. This proactive approach fosters a sense of social belonging for the ill pupil and ensures a smoother integration of the telepresence system despite technical challenges.[1]

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[1] ABILITI Teacher eHandbook, pp. 24-25.